



**THE RWANDA INFORMATION CENTER (RIC):  
A BLUEPRINT FOR FUTURE USG HUMANITARIAN  
ASSISTANCE INFORMATION CENTERS**

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***Dedicated to the Memory of Mary Rita Zeleke***

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# **The Rwanda Information Center (RIC): A Blueprint for Future USG Humanitarian Assistance Information Centers**

## **I. Introduction**

In 1994, three months of civil war in Rwanda and an ensuing refugee exodus led to a humanitarian crisis on an unprecedented scale. The United States government quickly took the lead in the international response to the crisis by drawing up a plan of action that utilized numerous government agencies and which reflected the concern and generosity of the American people. This response required a massive mobilization of US resources and manpower, demanding extraordinary cooperation and coordination between the relevant U.S. agencies, the PVO/NGO community, international organizations and foreign governments. The flood of information that came from Rwanda and surrounding countries combined with information demands made by Agency headquarters, the National Security Council (NSC), Congress and the public made it difficult for participants in the aid effort to simultaneously respond to and report on the situation. It soon became apparent that some means by which information could be synthesized and disseminated was needed. The Rwanda Information Center (RIC) was created in response to that need.

Soon after the Rwanda crisis erupted, it became apparent that two primary kinds of reporting were necessary to facilitate the humanitarian assistance effort. First, some form of situational report was necessary to give agency officials a means to quickly understand and assess the rapidly changing situation. Second, accurate financial assistance information was critical to the reporting process. It was essential that all U.S. agencies had the same data describing total USG assistance by funding source and activity. In addition, information on other donor contributions quickly became a top priority. The RIC provided consolidated, nearly "real-time" situational and financial information to a wide variety of users.

The RIC staff, on its own initiative, has prepared this document in the hope that USAID and other U.S. government agencies which respond to humanitarian crises can learn from and build on the experience of the Rwanda Information Center. This blueprint offers specific guidance on how the RIC was organized and operated which can be applied to other disaster situations.

## **II. What was the RIC?**

The RIC was a USAID-managed collaborative effort between USAID and the Department of State that served as a headquarters' clearinghouse for information concerning the Rwandan emergency. (See Annex A for Information Flowcharts)

## ***Purpose of the RIC***

- 1) To compile, synthesize, and disseminate Rwanda-related information on a frequent, near "real-time" basis***

The RIC provided information regarding USAID, State Department, Department of Defense, United Nations, Private Voluntary Organizations (PVOs), and other donors' participation in the aid effort. The RIC routed incoming information to appropriate offices/persons both manually and electronically, responded to external and internal inquiries, generated situation and financial reports, and obtained reports on other donors' assistance. Because several USG agencies as well as numerous PVOs participated in the humanitarian response effort, it was essential that information clarifying the scope, location, and nature of each group's participation was widely available so as to facilitate the coordination process. RIC members were responsible for reports on assistance provided by their own offices and/or obtaining this information from other USG agencies and multilaterals. Additionally, the RIC was given access to documents from all of the above agencies as well as data from the CIA, foreign governments, and PVOs.

- 2) To ensure that USG agencies spoke with one voice when disseminating USG financial assistance information***

Early in the crisis, there were instances in which USG representatives misreported total USG financial assistance to Rwanda by as much as \$100 million in presentations to a pledging conference and to Congress. These errors highlighted the need for coordinated information dissemination, particularly in the area of financial assistance. Initially, there was no means by which to compile this information. This problem was resolved by coordinating USG "all sources" financial assistance reporting through the RIC.

- 3) To relieve Washington disaster response staff of information demands***

The RIC served to relieve Washington-based disaster response staff of information demands by centralizing information inputs and standardizing information outputs. Although recipients of RIC outputs varied according to need, regular users of RIC products included: the Rwanda Operations staff (Ops); the National Security Council and senior White House advisors; USAID Administrator Atwood; senior managers in USAID; USAID's Bureau for Legislative and Public Affairs, which in turn distributed the information to Congress and the media; the United Nations Department of Humanitarian Affairs (UN/DHA) which in turn reported to the UN's World Food Program; and the general public.

***Products of the RIC (see Annex C for samples):***

- **The Consolidated Rwanda Report (CRR)**, a situational report, was originally produced three times a week and included summaries by sector (Health, Refugees, Security, Financial Assistance, etc.). The report was a **compilation, not a formal analysis** of reports submitted by a wide range of sources with the citation and date included. An all-inclusive **classified** version was prepared first, containing excerpts from both classified and unclassified sources, and distributed internally to appropriate officials in USAID, State, and other USG offices. An **unclassified** version was also prepared with the classified material excised and distributed to the PVO community and to the public via InterNet.

- The CRR was originally prepared three times a week but the schedule was eventually reduced to once a week as the magnitude of the crisis diminished. The first CRR was produced in mid-July and the 18th and final CRR was issued on November 18th, 1994.

- **The USG Financial Assistance to Rwanda Report** reflected "all-sources" USG activities by dollar amount, implementor and funding source. This report was incorporated into the CRR and is still produced on a weekly basis.

- **The BHR/OFDA Daily Update** was produced during the peak period of the crisis, and elements of it were included in the CRR. These updates are no longer produced.

- **The OFDA Situation Report** provided information related to the crisis on a biweekly basis. The Situation Report, now produced on a monthly basis, continues to provide country-specific information on the ongoing aid efforts.

- **The UN/Department of Humanitarian Affairs (DHA) Donor Contributions Report** reported on USG and other donors' assistance to Rwanda. The RIC still transmits the USG Financial Assistance Report to UN/DHA on a regular basis. In return, UN/DHA provides to the RIC an updated Donor Contribution Report.

- **All USAID responses to public and Congressional inquiries** were handled by the RIC.

- **Ad-hoc documents** were also prepared, such as a **retrospective compilation of security incidents**, which was easily derived from past CRRs.

- The RIC conducted an informal Survey, via the USAID E-mail system and the Internet, to determine user interest in and satisfaction with the RIC products. With one exception, user response was extremely positive (see Annex E for survey responses).

### ***Composition of the RIC***

Due to the magnitude of the crisis, the RIC required at least the partial dedication of up to 20 staff members during peak periods, drawn from numerous USAID and State Bureaus/Offices. The core RIC staff, however, was responsible for eleven separate functions, most of which were part-time. These functions consisted of: 1) Operations Coordination; 2) Information Coordination; 3) Mailbox Management; 4) USG Financial Assistance Reporting; 5) OFDA Situation Reporting; 6) Consolidated Rwanda Report (CRR) Production; 7) Other Donor Reporting (UN/DHA Liaison; 8) Correspondence; 9) Department of State Liaison; 10) Administrator's Office Liaison; and 11) Support Services (see Annex B for RIC Functional Descriptions).

### **III. Background**

The RIC evolved from a meeting convened by USAID's Bureau of Policy and Program Coordination, Office of Donor Coordination (PPC/DC). Early in the crisis, PPC/DC was asked to provide information on other donors' assistance to Rwanda, a request put forward by the Administrator's office in response to queries from the White House and Congress. The UN's Department for Humanitarian Affairs was capable of providing this information, but requested receipt of USG assistance information so that it could be reflected in their reporting of all donor contributions. Although USAID staff members who had been evacuated from Rwanda had created a USG financial summary early in the crisis, the summaries were discontinued once the staff members were reassigned and/or returned to Kigali. No current reporting on USG "all-sources" assistance to Rwanda was available, either to the USG or to UN/DHA.

At the same time, the Administrator's office was preparing a situational report on Rwanda for the Administrator's daily meetings with the National Security Advisor. In addition, information needs identified at the daily Rwanda operations meeting prompted the formation of an information "sub group." It became clear that the process of providing financial assistance data as well as situational updates could be greatly simplified by creating an information center to serve both these functions. The RIC reached its final form as the information needs of the Administrator became clear and as other information users' needs were identified.

It was initially necessary for members of the RIC to meet every day until basic operational issues of the RIC were resolved, although the frequency was eventually reduced to weekly meetings as the crisis diminished. The primary functions of the RIC were temporarily "institutionalized" in order to ensure that outputs continued even in the absence of a core group member.

Day-to-day operation of the RIC eventually fell to the combined efforts of the Africa Bureau's Disaster Response Coordination (DRC) staff and the Office of U.S. Foreign Disaster Assistance (OFDA). The continuing presence of a representative from the Administrator's office at RIC meetings ensured that the RIC had Agency support in accomplishing its objectives.

Some problems were encountered early in the RIC's existence as group members were not able to dedicate enough time to complete all of the necessary tasks. This problem was eventually resolved as formal secondments were arranged and a contractor hired to revitalize and update the USG all-sources financial assistance report. Despite these adjustments, several RIC members dedicated up to 50% of their time to RIC-related activities, postponing or working extra hours to accomplish their regular duties. These arrangements were possible only through the cooperation of a number of different Bureaus and Offices and the willingness of supervisors to be flexible in a period of severe crisis. As the flow of information from the crisis decreased, those who had put other responsibilities on hold were able to resume their original duties.

#### **IV. Lessons Learned**

- Frequent, accurate, and comprehensive information on USG all-sources financial assistance to an emergency is a top priority for senior management and other USAID/Washington staff.
- Because the RIC functions were not institutionalized, extraordinary staffing measures were initially necessary to produce the standard RIC outputs.
- Many of those involved with the Rwanda crisis placed a high priority on obtaining verification and analysis of the information contained in RIC-produced reports. Apart from the determination of which information would be included in a given report, the RIC did not provide such analysis, rather citing the information sources and noting that discrepant information would be possible to rapidly changing circumstances. Although a full-time analyst was sought, the position remained unfilled throughout the crisis.



- UN/DHA's Financial Tracking Section (Geneva) was extremely responsive in reporting on other donors' assistance to the emergency once the RIC provided them with USG all-sources financial assistance information.
- Representation on the RIC, direct or indirect (ex. State/PM for DOD) by all USG offices involved in the humanitarian response in Rwanda was key to the success of the RIC.
- Telecommunications, including the InterNet, played a major role in information dissemination.
  - The RIC's e-mail and InterNet addresses allowed members of the general public to contact the RIC directly with questions regarding the crisis and simplified the process by which RIC reports were distributed.
- Determining who received various reports and how they would receive it (E-mail, fax, Internet) was critical to the success of the RIC.
- The RIC targeted its information outputs to the needs of central headquarters, Congress and the public.
- The information needs in the field are markedly different than the needs of headquarters.

## **V. Recommendations**

- **Institutionalize USG all-sources financial reporting:** USAID should establish a permanent Humanitarian Assistance Reporting Center which compiles and disseminates information on "all-sources" of current (and historical) USG humanitarian assistance to all countries, on a country-by-country basis.
- **Maintain ongoing contacts with UN/DHA:** If the exchange of financial assistance information is systematic between the proposed Reporting Center and UN/DHA, obtaining other donors' contribution information in crisis situations will be greatly simplified.
- **Determine the need for specialized information centers prior to the creation of a RIC-type group:**
  - Ensure that the information outputs to be produced by the information center add value rather than duplicate the current array of information available.

- If White House, Congressional and/or media interest is high, and the need for a broad spectrum of information is great, users of the information and their specific needs should be identified and the situational reporting should be tailored accordingly.

● **Field implementors should be surveyed to determine their information needs and how best to meet them. A plan of action reflecting this assessment should be prepared and implemented:** The reports produced by the RIC were targeted for use by USG and UN headquarters' staff as well as other Washington-based entities. The information needs of field implementors are significantly different than those of headquarters.

- For example, financial assistance reporting is only useful to those coordinating the field response when the funding is broken down by both sector and region (location). Very detailed descriptions of donor contributions, including estimated times of arrival/implementation, are necessary to make financial reporting useful to those working in the field.

● **Dedicate a full-time staff member to analysis:** If verification and analysis of consolidated information is a priority, a full-time analyst must be dedicated to the task.

● **Utilize telecommunications to speed information production and dissemination:** Electronic telecommunications, such as internal e-mail and the InterNet, should be used whenever possible to disseminate information. When designing or preparing reports and charts, ease of electronic transmission should be kept in mind.

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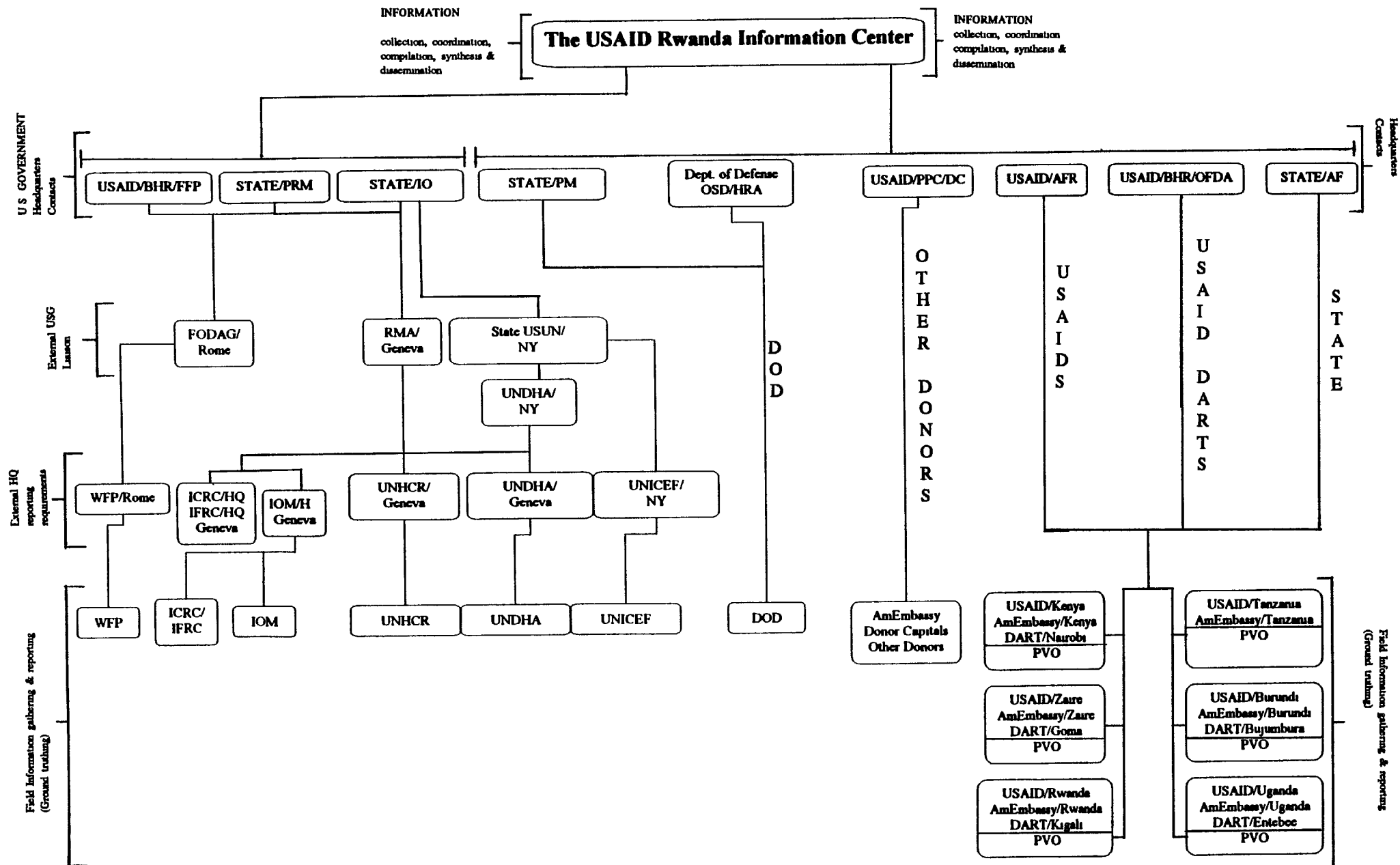
**ANNEX A**

**INFORMATION FLOWCHARTS**

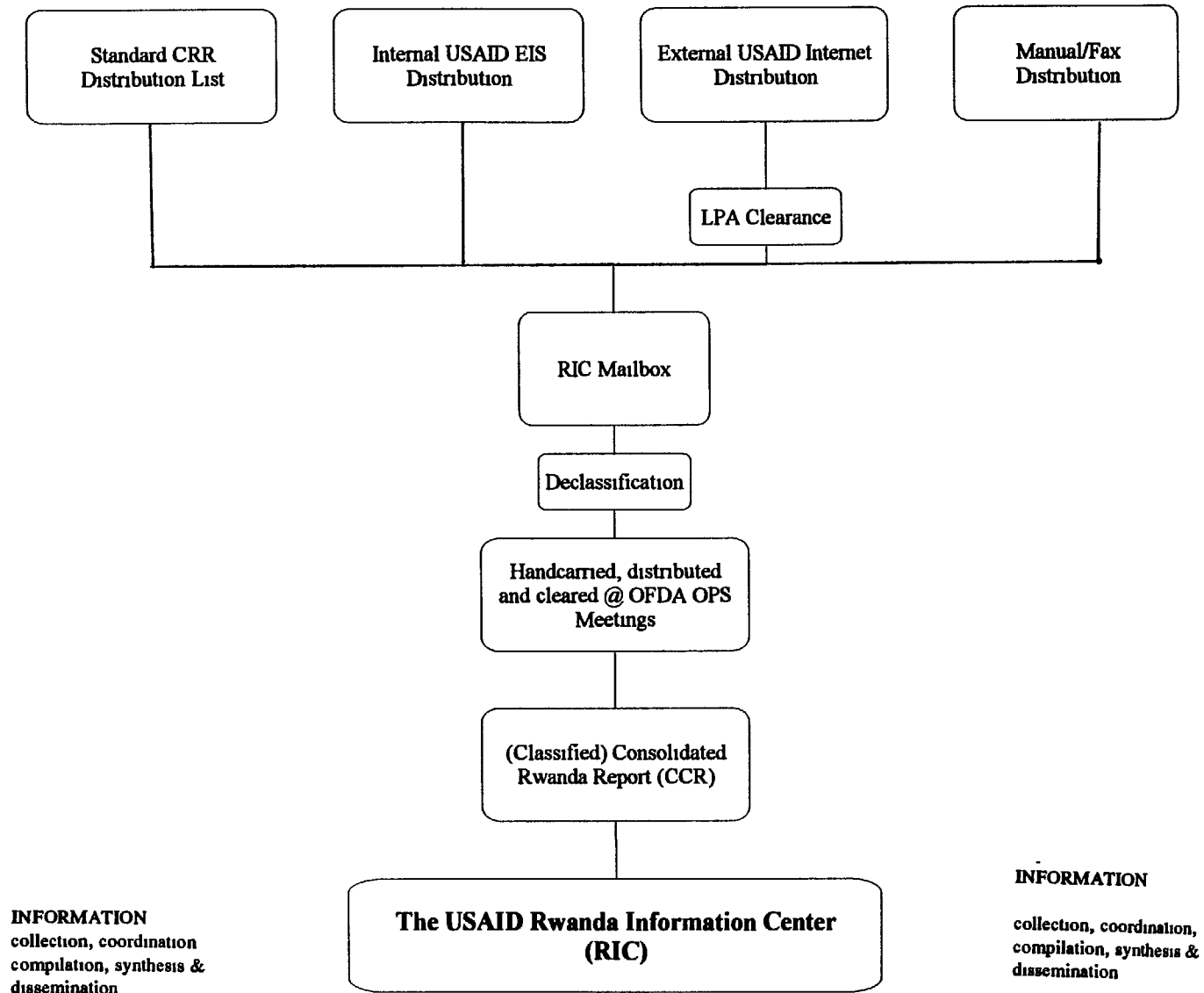
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# RWANDA EMERGENCY CRISIS INFORMATION FLOW (IN)

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## RWANDA EMERGENCY CRISIS INFORMATION FLOW (OUT)



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## **ANNEX B**

### **RIC FUNCTIONAL DESCRIPTIONS**

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- 1. Operations Coordination**
- 2. Information Coordination**
- 3. Mailbox Management**
- 4. USG Financial Assistance Reporting**
- 5. OFDA Situation Reporting**
- 6. Consolidated Rwanda Report (CRR) Production**
- 7. Other Donor Reporting (UN/DHA Liaison)**
- 8. Correspondence**
- 9. Department of State Liaison**
- 10. Administrator's Office Liaison**
- 11. Support Services**

## **1. RIC: OPERATIONS COORDINATION (50% time)**

An Operations Coordinator guided RIC members in the identification and resolution of issues and tasks related to the Rwanda Information Center (RIC). The Operations Coordinator ensured that all relevant USG offices were represented in the information collection process and that their input was utilized.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Identified key issues for RIC action:**

- Satisfied the Administrator's, USAID/W and certain other USG entities' need for frequent situational and financial reporting on the crisis
- Resolved discrepancies in USG financial assistance information and oversaw the design of the USG assistance information report
- Streamlined the information collection and dissemination process
- Determined RIC outputs

#### **2. Provided general operational coordination:**

- Scheduled RIC meetings
- Tasked RIC actions
- Identified RIC staffing needs and negotiated with Bureaus/Offices to obtain secondments
- Obtained office space/equipment
- General "operational" troubleshooting
- Assessed reporting outputs and schedules and instituted appropriate changes
- Consulted with AID/A Liaison on issues requiring top management attention

#### **3. Coordinated the flow of information between entities:**

- Provided regular updates to Rwanda OPS meetings
- Ensured continuing communications between all relevant USG organizations regarding RIC operations

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## **2. RIC: INFORMATION COORDINATION (50% time)**

A RIC Information Coordinator ensured the accuracy and quality of all information outputs produced by the RIC: the Consolidated Rwanda Report (CRR), the USG Financial Assistance to Rwanda Report, and the OFDA Situation Report on Rwanda.

The Information Coordinator assumed responsibility for the collection of external information for the RIC, as well as the non-electronic dissemination of RIC documents. This position worked closely with the RIC Operations Coordinator in resolving RIC information issues, such as timing of the phase out of the CRR and other outputs.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Coordinated collection and dissemination of RIC outputs:**

- Identified OFDA staff and consultants to perform various RIC functions
- Arranged for collection of State Department cable traffic on Rwanda by State Operations Center for the RIC
- Searched InterNet and World Wide Web for external sources of information on Rwanda: other sitreps, press releases, appeals, news clips, etc.
- Coordinated external information requests with RIC Correspondence function

#### **2. Edited/Verified Consolidated Rwanda Report (CRR):**

- Proofread and edited the draft CRR in a timely fashion, so that it could be distributed on a weekly basis
- Reviewed CRR to determine if certain material should be included or belonged in Classified or Unclassified versions
- Verified accuracy of CRR, rewriting and rearranging certain excerpts to make them self-explanatory
- Updated Acronym List on first page of CRR

#### **3. Edited OFDA Situation Report on Rwanda:**

- Proofread, edited, and cleared first draft of OFDA Rwanda situation report
- Relayed cleared and signed final OFDA Rwanda Situation Report to RIC Mailbox Manager for dissemination via InterNet

#### **4. Supervised Production of USG Humanitarian Assistance Financial Tracking Report**

- Oversaw compilation of all USG humanitarian assistance data for inclusion in the RIC's weekly USG Financial Assistance to Rwanda Report



### **3. RIC: MAILBOX MANAGEMENT**

**(20% time)**

A RIC Mailbox Manager gathered, synthesize and disseminated information on the Rwanda Crisis through USAID's e-mail system and the Internet. The Mailbox Manager provided technical expertise, guidance, and assistance to RIC members and others on the access and use of the information related to the crisis, linking communication technology with programmatic needs.

#### **DUTIES AND RESPONSIBILITIES:**

##### **1. Obtained and Synthesized Electronic Information Inputs:**

- Identified and subscribed to the relevant Internet lists, Bulletin Boards and databases for the purpose of gathering electronic information
- Screened electronic information to identify relevant topics for inclusion in RIC products

##### **2. Disseminated Information Electronically:**

- Screened and targeted electronic information users to ensure maximum USG responsiveness to inquiries on the crisis
- Contacted other USAID employees, appropriate World Food Program and UN/DHA personnel, PVOs and electronic information users to ensure that the RIC's information products were transmitted quickly and reliably monthly via telecommunications
- Created Address Books that served as distribution lists for the Consolidated Rwanda Report (CRR) and the USG Financial Report
- Posted these reports to the USAID Electronic Bulletin Board (EBB) and the EIS (Executive Information System) for distribution to USAID users, to the USAID gopher, and to the World Wide Web server maintained by Brown University

##### **3. Trained and Advised Policy Makers on the Use of Telecommunications**

- Identified and trained policy makers in the access of electronic information related to the crisis
- Established procedures for the use of such information and established access and distribution standards

##### **4. Designed Information Flowcharts**

- Designed flowcharts demonstrating information flows between USG field and headquarters operations and between USG, UN and PVO entities.

#### **4. RIC: USG FINANCIAL ASSISTANCE REPORTING (100% time)**

A Financial Assistance Analyst prepared regular, accurate reports on total USG assistance to Rwanda. The financial reporting function ensured the availability of detailed information on all USG assistance to the Rwanda crisis, including data on USG source, type of activity and dollar amount. The analyst also ensured that UN/DHA assistance figures for the USG were accurate.

#### **DUTIES AND RESPONSIBILITIES:**

##### **1. Gathered USG financial assistance data:**

- Collected updated financial assistance information from every relevant government entity (State/PRM, USAID/BHR/OFDA, USAID/BHR/FFP, USAID/AFR, DOD, etc.) at the beginning of the week
- Established contacts with new or different offices to ensure that all USG assistance was reported
- Ensured that all financial data represented humanitarian assistance, as opposed to developmental or other types of assistance

##### **2. Tabulated USG financial assistance data:**

- Entered the financial data into a specially designed spreadsheet and updated it weekly
- Worked with RIC Mailbox Manager to ensure that spreadsheet could be transmitted electronically
- Distributed draft copies of the spreadsheet to appropriate offices for review and approval
- Entered any corrections or changes resulting from the clearance process and produced final copy for distribution

##### **3. Distributed USG financial assistance report:**

- Hand delivered or faxed copies as necessary to predetermined recipient offices
- Provided copy electronically to RIC Mailbox Manager for inclusion in Consolidated Rwanda Report (CRR) and for electronic dissemination, enabling distribution to USAID overseas offices and DART teams
- Maintained and updated distribution list which included all clearance offices and other USAID and State offices that required such information

##### **4. Provided USG Financial Assistance Report to UN/DHA:**

- Sent copy of report, via Mailbox Manager, to UN/DHA on a weekly basis (which triggered preparation of UN/DHA report on all donor contributions to Rwanda)

## **5. RIC: OFDA SITUATION REPORTING**

**(100% time)**

An Information Specialist prepared three types of situational reporting documents, including the: 1) BHR/OFDA Daily Report, 2) "OFDA Situation Report" and 3) Administrator Briefers. All three of these reports were used in preparing the Consolidated Rwanda Report (CRR).

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Prepared and disseminated a variety of written reports on the Rwanda crisis:**

- Prepared the Rwanda Daily Report, the monthly Rwanda Situation Report (sitrep) and occasional Administrator briefers, by collecting, synthesizing and summarizing up-to-date information from the field and other reporting sources (cables, e-mails, teleconferences, etc.)
- Disseminated the report at daily interagency meetings and to other entities via fax and Internet
- Provided the reports to the RIC for inclusion in the Consolidated Rwanda Report (CRR--see Annex C)

#### **2. Assisted in Production of Consolidated Rwanda Report (CRR)**

- Assisted in the writing and editing of the Consolidated Rwanda Report

#### **3. Served as Non-Electronic Information Clearinghouse**

- Established RIC "In-Box," coordinating the paper information flow between numerous parties providing and receiving non-electronic reporting on the crisis
- Picked up State/OPS centers cables every day for inclusion in relevant situational report(s).

## **6. RIC: CONSOLIDATED RWANDA REPORT (CRR) PRODUCTION (100% time)**

A Consolidated Rwanda Report (CRR) writer was charged with reading, distilling and concisely summarizing all available information concerning the crisis in Rwanda and preparing up to three reports a week which "consolidated" the extraordinary volume of Rwanda-related information pouring into USAID and the USG.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Compiled, Reviewed and Analyzed Rwanda-related Information**

- Compiled information from the RIC IN-Box, (including documents from the Executive Secretariat), e-mails from the field, OFDA daily and other situational reports, DOD cables, media reports, UN/DHA daily information reports, WFP weekly reports, and other available sources of information
- Reviewed and analyzed all new information to determine what to include in the CRR
- Marked those sections to be included in the CRR, made minor clarifying edits, and indicated under which CRR "heading" the marked section should be written

#### **2. Supervised Production of the CRR**

- Identified all classified material to be extracted from reports and cables
- Provided all marked material to RIC secretary, who then created the CRR in both classified and unclassified versions
- Reviewed the completed CRR for accuracy and clarity

#### **3. Disseminated the CRR**

- Distributed hard copies of the classified CRR to USAID senior staff and members of the Interagency working group
- Provided electronic copies of the unclassified CRR to the RIC Mailbox Manager, who then distributed the report using e-mail, gateway fax, and the Internet

#### **4. Filed CRR Documentation**

- Filed all CRRs and supporting documentation, ensuring secure filing for classified materials

## **7. RIC: OTHER DONOR REPORTING (UN/DHA LIAISON) (20% time)**

The UN/DHA Liaison function originated in response to the USAID Administrator's request for information on other donors' assistance to the crisis in Rwanda. Initial attempts to track this information through USAID internal mechanisms were extremely cumbersome and time-consuming and often resulted in contradictory information. The RIC therefore began intensive collaboration with the Financial Tracking Section of the United Nations' Department for Humanitarian Affairs (UN/DHA), supporting DHA's efforts as the central repository of information on all donor contributions to the Rwanda crisis. UN/DHA reporting eventually became the basis for the RIC's other donor financial reporting.

The UN/DHA Liaison also monitored the dissemination of donor information to USAID officials and outside sources.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Established information exchange modalities and timing**

- Determined on a weekly basis whether an updated UN/DHA Other Donors' Assistance Report would be required
- If required, provided UN/DHA with updated USG figures and requested an updated DHA financial assistance report
- Relayed to UN/DHA special requests for customized reports on other donors' assistance
- Resolved electronic report formatting issues with UN/DHA
- Resolved data discrepancies

#### **2. Distributed UN/DHA donor assistance reports**

- Compiled and maintained a list of USG offices and other interested parties requesting or requiring the Other Donor Report
- Ensured the dissemination of the Report to all parties, including hard copy of weekly report via fax if electronic receipt was not possible

## **8. RIC: CORRESPONDENCE**

**(100% time)**

The RIC correspondent acted as a conduit between internal USG-related information and inquiries from the general public as well as elected officials. Of particular importance was the Correspondent's role in responding to Congressional inquiries. In a period of time when U.S. aid to Rwanda was closely tied to Congressional approval of the expenditures, quick and accurate responses to Congressional inquiries were imperative.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Managed Flow of Correspondence**

- Established and maintained the "RIC Correspondence Inbox," through which all correspondence was processed
- Created a standard set of clearances through which all Rwanda-related correspondence was processed
- Maintained a file of updated information on the crisis to refer to when drafting correspondence

#### **2. Drafted Correspondence**

- Conferred with technical and program experts in BHR/OFDA and AFR to determine the most appropriate response to inquiries
- Prioritized correspondence, giving the greatest weight to Congressionals
- Drafted responses and prepared folders for clearances
- Assisted in preparing briefing materials and information memoranda to those agency officials attending interagency meetings

#### **3. Processed Correspondence**

- Distributed folder for clearances and made any necessary changes in content
- Forwarded any offers of assistance to Volunteers in Technical Assistance (VITA)
- Made copies of completed correspondence, filed and distributed them to relevant offices

## **9. DEPARTMENT OF STATE LIAISON (25% time)**

Because the disaster in Rwanda involved at its peak more than two million refugees (defined as persons outside their country of origin), and because UNHCR played a central role in the donor coordination process, the State/PRM function was essential to the success of the USG Rwanda Information Center.

As the only State Department representative on the RIC, the PRM representative serves as the liaison between the RIC and the State Department. The PRM representative should provide feedback on all Information Center products and bring in to the RIC State's interests where they differ from or are in addition to USAID's.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Served as Department of State representative:**

- Checked USAID donor information for accuracy against State department figures
- Provided accurate financial information to the press or in preparation for State Department Congressional hearings
- Reported back to PRM program officers for the region on RIC products
- Represented State Department's interests on the RIC when those interests differed from USAID's

## **10. RIC: ADMINISTRATOR'S OFFICE LIAISON**

**(25% time)**

The Administrator's Office Liaison conveyed the information needs of the Administrator's office to the RIC as well as facilitating all aspects of RIC operations. This function was critical to the RIC's success, enabling rapid resolution of virtually all administrative and policy issues confronting it.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Identified and Conveyed Needs of the Administrator**

- Reviewed Administrator's calendar to identify upcoming meetings or events where information from the RIC would be needed for briefing materials
- Worked with RIC staff to ensure that the informational needs of the Administrator were met and that the information was presented in a user friendly format
- Provided RIC with feedback from the Administrator on the RIC reports, including suggested changes in format and additional follow-up questions/informational needs
- Explained the needs of the Administrator to RIC members as a means of helping to resolve policy and administrative issues



## **11. RIC: SUPPORT SERVICES**

**(50% time)**

A support staff member was charged with typing and disseminating the various reports produced by RIC members. This staff member also ensured that both hard and electronic copies of all reports and correspondence were properly filed. A staff courier hand distributed those reports containing classified information.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Supported RIC Activities**

- Attended RIC meetings and took appropriate notes
- Typed classified and unclassified Consolidated Rwanda Reports (CRR)
- Maintained the "RIC Inbox" (excluding correspondence)

#### **2. Archived RIC Products**

- Maintained all original copies of correspondence in locked safe
- Maintained diskettes of classified CRR correspondence in locked safe

#### **3. Distributed RIC Products**

- Made copies of completed correspondence and distributed to permanent files and to appropriate offices
- Hand carried classified RIC reports

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## **ANNEX C**

### **RIC PRODUCTS (Samples)**

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- 1. USG Financial Assistance to Rwanda**
- 2. UN/DHA All Donor Contributions to Rwanda**
- 3. Consolidated Rwanda Report (CRR)**
- 4. BHR/OFDA Situation Report on Rwanda**
- 5. BHR/OFDA Daily Report on Rwanda**

November 21, 1994

**Summary of United States Government (USG)  
Assistance to Rwanda Since April 1994**

<b>Agency</b>	<b>U.S. \$</b>
<b>USAID</b>	
BHR/OFDA	50,512,464
BHR/FFP	91,978,800
AFR/EA	1,000,000
<b>Total</b>	<u>143,491,264</u>
<b>State</b>	
PRM	<u>86,122,696</u>
<b>DOD</b>	
OSD/HRA	28,098,562
Other	*
<b>Total</b>	<u>28,098,562</u>
<b>Grand Total</b>	<b>\$257,712,522</b>

**\* "DOD Other" includes contributions to UNHCR's service packages, value unreported.**

**Acronym List.**

*USAID - U S Agency for International Development*

*BHR - Bureau for Humanitarian Response*

*OFDA - Office of U S Foreign Disaster Assistance*

*FFP - Office of Food for Peace*

*AFR/EA - Bureau for Africa, East African Affairs*

*State - U.S Department of State*

*PRM - Bureau of Population, Refugees, and Migration,*

*DOD - U S Department of Defense*

*OSD -Office of the Secretary of Defense,*

*HRA - Humanitarian and Refugee Affairs*

For a breakdown of USG Assistance, contact the Rwanda Information Center  
Fax. (202) 647-5269 INTERNET E-mail. [ric@usaid.gov](mailto:ric@usaid.gov)

<b>Detail of USG Assistance to Rwanda Since April 1994</b> <b>Date: November 21, 1994</b>
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**A. Office of U.S. Foreign Disaster Assistance (USAID/BHR/OFDA)**
DateApprovedImplementorCost Description**ICRC:**

4/94

1,000,000 blankets, temporary shelter,  
cooking pots, jerry cans

7/94

2,000,000 food security, medical aid

5/94

1,000,000 water/sanitation project,  
relief supplies1,000,000 airlift of medical supplies,  
water/sanitation, food distr1,800,000 DOD airlift of ICRC relief  
supplies to Nairobi

2,500,000 food/logistics for the SW

**9,300,000****Total ICRC****UNICEF****1,500,000** water/sanitation, relief goods

7/94

**WFP****3,000,000** local purchase of veg oil,  
CSB, and trucks in Goma**UNHCR:**808,400 airlift of blankets, plastic  
sheeting to Goma

203,554 personnel support

**Total UNHCR****1,011,954****UN/DHA****71,379** personnel support for UNREO  
in Kigali

9/94

**Action Aid/Assist****1,188,550** airlift of equipment to Goma

9/94

**CRS****1,074,982** extend grant for food & non-food  
assistance**Misc Projects:**

Goodman Ball

23,529 water purification supplies  
to Goma

PWSS

67,449 purification team to Goma

PWSS

790,000 extention of PWSS services

PWSS

68,000 move PWSS equipment

<b>Detail of USG Assistance to Rwanda Since April 1994</b>
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<b>Date: November 21, 1994</b>
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5/94	USAID/Uganda	100,000	removal of corpses in Kagera river and Lake Victoria
	DOD	150,000	DOD airlift of 400 rolls of plastic sheeting to Entebbe
	USAID/Zaire	25,000	relief assistance to refugees in Goma
	USAID/Zaire	25,000	relief assistance to refugees in Bukavu
	<b>Total Misc. Projects</b>	<b>1,248,978</b>	
	<b><u>DART-managed Projects:</u></b>		
8/26/94	Action Aid	1,417,710	airlift of heavy equipment to Goma
8/26/94	Action Nord Sud	77,350	distribution of seeds/tools
9/30/94	Action Nord Sud	157,289	livestock vaccination
7/14/94	CARE	892,722	water/sanitation, food and other items in Kigali
2/28/94	CARE	1,918,585	seeds and tools in Kigali/Kibungo
9/1/94	CARE	833,762	food and other commodities
7/14/94	IMC	1,373,510	med assistance in Kibungo
8/31/94	IRC	1,031,316	latrine construction in Goma
9/13/94	IRC	759,241	camp admin/man in SW
7/1/94	WVRD	432,102	latrines, food, ag inputs, other, in Buyumba, Gitarama, Kigali
8/5/94	WVRD	415,128	feeding, ag inputs, and soap
9/9/94	WVRD	1,047,318	seeds/tools in Gikongoro Gisenyi, Ruhengeri
7/8/94	World Relief	290,609	medical suport in Goma
8/4/94	World Relief	168,298	shelter for unaccompanied children in Goma
7/12/94	Samaritan's Purse	65,000	medical personnel in Rutare
9/14/94	Samaritan's Purse	355,160	Kigali Central Hospital
7/7/94	UNICEF	1,228,305	health, nutrition in Bujumbura, Kabale, Kigali, Nairobi, Ngara
7/7/94	UNREO	654,400	UNREO in Bujumbura, Kabale, Kigale, Nairobi
7/22/94	WFP	676,615	non-food infrastructure in Cyangugu, Gikongoro
9/27/94	WFP	503,120	Transport Coordination Unit
7/26/94	AICF	594,725	nutrition/sanitation in S.W.
8/22/94	AICF	583,194	nutrition and rehydration unit

<b>Detail of USG Assistance to Rwanda Since April 1994</b>
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<b>Date: November 21, 1994</b>
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9/9/94	AICF/USA	433,370	health, water reactivation in Butare
7/7/94	ADRA	201,310	health care teams in Goma
8/8/94	ADRA	186,656	shelter for unaccompanied children in Goma
9/27/94	ADRA	265,792	food for work program in Kibuye prefecture
7/27/94	Solidarites	250,000	logistical support in Cyangugu, Gikongoro, Kibuye
8/3/94	ARC	395,485	health stations, ORS, EPI, health ed , Goma & Kivu
9/7/94	AMREF	523,291	health program in Byumba
9/6/94	FTC/Europe	322,704	food, emergency supplies in Gikongoro
9/22/94	CRWRC	403,167	seeds/tools project in Kibuye
9/29/94	MSF/F	426,300	water/sanitation in displaced camps in Gikonogoro
9/28/94	Africare	420,107	sanitation services in Kigali
9/27/94	SCF/UK	662,320	non-food distribution & health center rehab
	Not Determined Yet	7,034,039	outstanding grants
	<b>Total DART Projects</b>	<b>27,000,000</b>	

**DART Operations:**

<i>Personnel</i>	551,552
<i>Support</i>	840,624
<b>Total DART Operations</b>	<b>1,392,176</b>

<b>*Pending Projects</b>	<b>3,724,445</b>
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<b><u>TOTAL OFDA</u></b>	<b><u>\$50,512,464</u></b>
<b>(includes pending projects)</b>	

*\*Total funds reserved by OFDA for pending projects, financial commitments have not been finalized on these projects yet*

<b>Detail of USG Assistance to Rwanda Since April 1994</b> <b>Date: November 21, 1994</b>
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**B. Office of Food for Peace (USAID/BHR/FFP)**

<u>Date</u>	<u>Approved</u>	<u>Implementor</u>	<u>Cost</u>	<u>Metric Tons</u>
		<b>CRS:</b>		
FY 1994			17,481,600	19,450
FY 1995			4,849,800	5,800
		<b>Total CRS</b>	<b>22,331,400</b>	<b>25,250</b>
		(Public Law (P.L.) 480 Title II food for 230,000 beneficiaries within Rwanda)		
		<b>ICRC:</b>		
FY 1994			13,105,900	14,320
FY 1995			481,000	500
		<b>Total ICRC</b>	<b>13,586,900</b>	<b>14,820</b>
		(P.L. 480 Title II food for 1,000,000 beneficiaries primarily in Rwanda)		
		<b>WFP:</b>		
FY 1994		WFP/IEFR	14,857,600	23,950
		WFP/PRO	294,900	250
		WFP/IEFR	12,882,900	18,870
FY 1995		WFP/IEFR	10,164,500	15,700
		WFP/IEFR	16,878,800	29,020
		<b>Total WFP</b>	<b>55,078,700</b>	<b>87,790</b>
		(P.L. 480 Title II food for 3.5 million refugees and displaced persons in the region Rwanda, Burundi, Zaire, Tanzania, and Uganda)		
FY 1995		<b>WVRD</b>	<b>981,800</b>	<b>2,140</b>
		(P.L. 480 Title II food for Rwandan returnees)		
		<b>TOTAL FFP</b>	<b>\$91,978,800</b>	<b>130,000</b>

**C. Africa Bureau (USAID/AFR)**

<u>Date</u>	<u>Approved</u>	<u>Implementor</u>	<u>Cost</u>	<u>Description</u>
		UNICEF	1,000,000	trauma/reunification assist

<b>Detail of USG Assistance to Rwanda Since April 1994</b> <b>Date: November 21, 1994</b>
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displaced children in Rwanda

**TOTAL AFR****\$1,000,000****D. Department of State's Bureau of Population, Refugees,  
and Migration (State/PRM)****Date****Approved****Implementor****Cost Description****UNHCR:**

5/94

13,500,000 Rwandan and Burundi refugees

9/94

14,000,000 refugees, returnees, conflict  
victims from Rwanda/Bur.

9/94

18,265,125 Rwandan and Burundi refugees

FY 1995 (10/94)

16,000,000 refugees, returnees, conflict  
victims from Rw/Bur**Total UNHCR****61,765,125****WFP:**

8/94

2,241,150 internal transport, storage,  
handling of USG food

7/94

2,000,000 non-food program support

5/94

900,000 admin support for food ops

FY 1995 (10/94)

5,000,000 food for Rw/Bur refugees in  
Zaire, Tanzania, & Uganda**Total WFP****10,141,150****IFRC:**

5/94

600,000 Rwandan refugees

7/94

2,000,000 refugees, returnees, and  
DP's from Rwanda/Bur

FY 1995 (10/94)

8,000,000 refugees, returnees, conflict  
victims from Rw/Bur**Total IFRC****10,600,000**

7/94

**ICRC****1,000,000** conflict victims from  
Rwanda/Burundi**IRC:**

5/94

638,525 refugees in Tanzania



<b>Detail of USG Assistance to Rwanda Since April 1994</b> <b>Date: November 21, 1994</b>
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8/94		824,826 refugees in Zaire
	<b>Total IRC</b>	<b>1,463,351</b>
7/94	<b>CDC</b>	<b>153,070</b> doctors for UNHCR projects in Zaire
10/94	<b>IOM</b>	<b>1,000,000</b> assist conflict victims
	<b><u>TOTAL PRM</u></b>	<b><u>\$86,122,696</u></b>

**E. Department of Defense/Office of the Secretary of Defense/  
Humanitarian and Refugee Affairs (DOD/OSD/HRA)**

**(DOD transport of relief commodities by air and sea)**

*note DOD/OSD/HRA figures are not final until actual billings are received*

*Figures below are best estimates at this time*

**Date**

<b><u>Approved</u></b>	<b><u>Recipient of Services</u></b>	<b><u>Cost</u></b>
	<b>Total UNHCR</b>	<b>7,778,590</b>
	<b>Total WFP</b>	<b>8,428,220</b>
	<b>Total UNICEF</b>	<b>2,071,000</b>
	<b>Total U.N. Human Rights Commission</b>	<b>216,000</b>
	<b>Total NGOs</b>	<b>6,849,752</b>
	<b>Total ICRC</b>	<b>2,180,000</b>
	<b>Total OFDA</b>	<b>575,000</b>
	<b><u>TOTAL OSD/HRA</u></b>	<b><u>\$28,098,562</u></b>

<b>TOTAL USG ASSISTANCE:</b>	<b>\$257,712,522</b>
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Date: 24-Nov-1994  
Time: 18:48:04

TABLE I : 1994 RWANDA/BURUNDI REGIONAL EMERGENCY  
TOTAL SUMMARY OF OVERALL DONOR ASSISTANCE

Page 1

Report No 7

As reported to the Department of Humanitarian Affairs (DHA)  
By Donors - as of 24 November 1994

DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Algeria	Other	0	0	0	0
Total for Algeria		0	0	0	0
Andorra	Multilateral	0	0	97,087	97,087
Total for Andorra		0	0	97,087	97,087
Argentina	Other	0	0	0	0
Total for Argentina		0	0	0	0
Australia	Multilateral	15	29,535	4,802,806	4,832,341
Australia	NGO's	0	160,448	2,696,464	2,856,912
Australia	Other	0	0	18,115,942	18,115,942
Total for Australia		15	189,983	25,615,212	25,805,195
Austria	Multilateral	0	0	40,984	40,984
Total for Austria		0	0	40,984	40,984
Belgium	Multilateral	510	506,060	3,007,218	3,513,278
Belgium	NGO's	0	15,988	4,162,405	4,178,393
Belgium	Other	700	310,559	1,075,581	1,386,140
Total for Belgium		1,210	832,607	8,245,204	9,077,811
Botswana	Multilateral	0	0	100,000	100,000
Total for Botswana		0	0	100,000	100,000
Brunei Darussalam	Multilateral	0	0	100,000	100,000
Total for Brunei Darussalam		0	0	100,000	100,000
Cambodia	Multilateral	0	0	10,000	10,000
Total for Cambodia		0	0	10,000	10,000
Canada	Multilateral	13,720	7,035,956	6,255,152	13,291,108
Canada	NGO's	0	0	5,043,684	5,043,684
Canada	Other	0	0	9,785,254	9,785,254
Total for Canada		13,720	7,035,956	21,084,090	28,120,046
China	Multilateral	0	0	298,851	298,851
Total for China		0	0	298,851	298,851

Multilateral - includes UN organizations, ICRC and IFRC.

NGO's - non-governmental organizations.

Other - includes direct assistance, private organizations and contributions with no channel specified or to be determined.

USA (\*) - US\$ 257.7 million covers only USG Assistance to Rwanda since April 1994. Note also that it does not include Department of Defense (DOD) contributions to UNHCR's service packages, value unreported to date.

Date: 24-Nov-1994  
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TABLE I 1994 RWANDA/BURUNDI REGIONAL EMERGENCY  
TOTAL SUMMARY OF OVERALL DONOR ASSISTANCE

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Report No 7

As reported to the Department of Humanitarian Affairs (DHA)  
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DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Croatia	Multilateral	0	0	300,000	300,000
Total for Croatia		0	0	300,000	300,000
Czech Republic	Other	0	0	464,610	464,610
Total for Czech Republic		0	0	464,610	464,610
Denmark	Multilateral	2,954	1,987,622	5,789,619	7,777,241
Denmark	NGO's	0	0	2,670,310	2,670,310
Denmark	Other	0	0	18,534	18,534
Total for Denmark		2,954	1,987,622	8,478,463	10,466,085
Ecuador	Other	0	0	0	0
Total for Ecuador		0	0	0	0
Egypt	Other	0	0	0	0
Total for Egypt		0	0	0	0
Finland	Multilateral	0	0	2,708,242	2,708,242
Finland	NGO's	0	0	121,557	121,557
Finland	Other	0	0	330,321	330,321
Total for Finland		0	0	3,160,120	3,160,120
France	Multilateral	5,545	2,506,035	2,075,000	4,581,035
France	NGO's	0	0	545,797	545,797
Total for France		5,545	2,506,035	2,620,797	5,126,832
Gabon	Multilateral	0	0	55,249	55,249
Total for Gabon		0	0	55,249	55,249
Germany	Multilateral	52,173	25,185,753	2,613,741	27,799,494
Germany	NGO's	500	716,880	25,903,355	26,620,235
Germany	Other	0	0	3,560,127	3,560,127
Total for Germany		52,673	25,902,633	32,077,223	57,979,856
Greece	Multilateral	0	0	167,957	167,957
Total for Greece		0	0	167,957	167,957
Holy See	NGO's	0	0	50,000	50,000
Total for Holy See		0	0	50,000	50,000

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By Donors - as of 24 November 1994

DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Hong Kong	Multilateral	0	0	258,732	258,732
Total for Hong Kong		0	0	258,732	258,732
Iceland	Multilateral	0	0	14,756	14,756
Total for Iceland		0	0	14,756	14,756
India	Multilateral	0	0	96,154	96,154
India	Other	0	0	68,077	68,077
Total for India		0	0	164,231	164,231
Indonesia	Multilateral	0	0	35,000	35,000
Total for Indonesia		0	0	35,000	35,000
Ireland	Multilateral	0	0	1,715,254	1,715,254
Ireland	NGO's	0	0	1,770,993	1,770,993
Ireland	Other	0	0	61,069	61,069
Total for Ireland		0	0	3,547,316	3,547,316
Israel	Other	0	0	5,000,000	5,000,000
Total for Israel		0	0	5,000,000	5,000,000
Italy	Multilateral	1,550	808,000	8,391,683	9,199,683
Italy	NGO's	0	0	615,385	615,385
Italy	Other	0	3,505,150	377,358	3,882,508
Total for Italy		1,550	4,313,150	9,384,426	13,697,576
Jamaica	Multilateral	0	0	14,590	14,590
Total for Jamaica		0	0	14,590	14,590
Japan	Multilateral	29,602	13,795,190	32,326,316	46,121,506
Japan	NGO's	0	0	700,000	700,000
Total for Japan		29,602	13,795,190	33,026,316	46,821,506
Korea (Republic of)	Multilateral	0	0	392,000	392,000
Total for Korea (Republic of)		0	0	392,000	392,000
Kuwait	Multilateral	0	0	400,000	400,000
Kuwait	Other	0	0	500,000	500,000
Total for Kuwait		0	0	900,000	900,000

Multilateral - includes UN organizations, ICRC and IFRC.

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DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Liechtenstein	Multilateral	0	0	104,788	104,788
Total for Liechtenstein		0	0	104,788	104,788
Luxembourg	Multilateral	0	0	1,246,684	1,246,684
Luxembourg	NGO's	0	122,699	122,699	245,398
Total for Luxembourg		0	122,699	1,369,383	1,492,082
Malaysia	Multilateral	0	0	100,000	100,000
Total for Malaysia		0	0	100,000	100,000
Malta	Multilateral	0	0	52,958	52,958
Malta	NGO's	0	0	601,504	601,504
Total for Malta		0	0	654,462	654,462
Mauritius	Multilateral	0	0	5,415	5,415
Total for Mauritius		0	0	5,415	5,415
Mexico	Other	0	0	0	0
Total for Mexico		0	0	0	0
Monaco, Principality of	Multilateral	0	0	30,000	30,000
Total for Monaco, Principality of		0	0	30,000	30,000
Namibia	Other	0	0	500,000	500,000
Total for Namibia		0	0	500,000	500,000
Netherlands	Multilateral	1,811	1,314,717	19,541,086	20,855,803
Netherlands	NGO's	0	0	4,494,477	4,494,477
Netherlands	Other	0	0	826,596	826,596
Total for Netherlands		1,811	1,314,717	24,862,159	26,176,876
New Zealand	Multilateral	0	0	292,644	292,644
New Zealand	NGO's	0	0	350,937	350,937
Total for New Zealand		0	0	643,581	643,581
Norway	Multilateral	2,093	1,656,532	1,311,254	2,967,786
Norway	NGO's	0	282,277	837,483	1,119,760
Norway	Other	0	0	3,088,662	3,088,662
Total for Norway		2,093	1,938,809	5,237,399	7,176,208

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DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Oman	Multilateral	0	0	50,000	50,000
Total for Oman		0	0	50,000	50,000
Pakistan	Multilateral	1,550	807,550	0	807,550
Total for Pakistan		1,550	807,550	0	807,550
Russian Federation	Multilateral	0	0	410,000	410,000
Total for Russian Federation		0	0	410,000	410,000
San Marino	Multilateral	0	0	12,591	12,591
Total for San Marino		0	0	12,591	12,591
Singapore	Multilateral	0	0	40,000	40,000
Total for Singapore		0	0	40,000	40,000
South Africa	Multilateral	0	0	100,000	100,000
Total for South Africa		0	0	100,000	100,000
Spain	Multilateral	865	450,665	112,782	563,447
Spain	Other	0	0	2,115,325	2,115,325
Total for Spain		865	450,665	2,228,107	2,678,772
St. Kitts and Nevis	Multilateral	0	0	36,807	36,807
Total for St. Kitts and Nevis		0	0	36,807	36,807
Sweden	Multilateral	7,667	4,865,534	21,851,593	26,717,127
Sweden	NGO's	0	1,101,750	7,636,752	8,738,502
Total for Sweden		7,667	5,967,284	29,488,345	35,455,629
Switzerland	Multilateral	9,537	5,401,070	6,973,873	12,374,943
Total for Switzerland		9,537	5,401,070	6,973,873	12,374,943
Thailand	Other	0	0	80,160	80,160
Total for Thailand		0	0	80,160	80,160
Trinidad and Tobago	Multilateral	0	0	4,653	4,653
Total for Trinidad and Tobago		0	0	4,653	4,653

Multilateral - includes UN organizations, ICRC and IFRC.

NGO's - non-governmental organizations.

Other - includes direct assistance, private organizations and contributions with no channel specified or to be determined.

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TABLE I : 1994 RWANDA/BURUNDI REGIONAL EMERGENCY  
TOTAL SUMMARY OF OVERALL DONOR ASSISTANCE

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Report No 7

As reported to the Department of Humanitarian Affairs (DHA)  
By Donors - as of 24 November 1994

DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
Tunisia	Other	0	0	130,000	130,000
Total for Tunisia		0	0	130,000	130,000
United Kingdom	Multilateral	20,901	15,823,883	16,554,214	32,378,097
United Kingdom	NGO's	0	31,463	19,277,612	19,309,075
United Kingdom	Other	0	0	1,177,413	1,177,413
Total for United Kingdom		20,901	15,855,346	37,009,239	52,864,585
Uruguay	Other	0	0	0	0
Total for Uruguay		0	0	0	0
USA (*)	Multilateral	102,610	68,665,600	124,125,858	192,791,458
USA (*)	NGO's	27,390	23,313,200	27,633,226	50,946,426
USA (*)	Other	0	0	13,974,638	13,974,638
Total for USA (*)		130,000	91,978,800	165,733,722	257,712,522
Zimbabwe	Other	20	0	0	0
Total for Zimbabwe		20	0	0	0
EC	Multilateral	94,528	52,727,947	135,765,540	188,493,487
EC	NGO's	2,176	781,609	28,144,884	28,926,493
EC	Other	0	0	9,271,735	9,271,735
Total for EC		96,704	53,509,556	173,182,159	226,691,715
IFAD	Multilateral	0	0	8,233,000	8,233,000
Total for IFAD		0	0	8,233,000	8,233,000
OPEC Fund (IGO)	Multilateral	0	0	400,000	400,000
Total for OPEC Fund (IGO)		0	0	400,000	400,000
World Bank	Multilateral	0	0	20,000,000	20,000,000
Total for World Bank		0	0	20,000,000	20,000,000
FAO/TCP	Multilateral	0	0	800,000	800,000
Total for FAO/TCP		0	0	800,000	800,000
UNDP	Multilateral	0	0	250,000	250,000
Total for UNDP		0	0	250,000	250,000
UNESCO	Multilateral	0	0	500,000	500,000
Total for UNESCO		0	0	500,000	500,000

Multilateral - includes UN organizations, ICRC and IFRC.

NGO's - non-governmental organizations.

Other - includes direct assistance, private organizations and contributions with no channel specified or to be determined.

USA (\*) - US\$ 257.7 million covers only USG Assistance to Rwanda since April 1994. Note also that it does not include Department of Defense (DOD) contributions to UNHCR's service packages, value unreported to date.

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Date: 24-Nov-1994  
Time: 18:48:04

TABLE I : 1994 RWANDA/BURUNDI REGIONAL EMERGENCY  
TOTAL SUMMARY OF OVERALL DONOR ASSISTANCE

Page 7

Report No 7

As reported to the Department of Humanitarian Affairs (DHA)  
By Donors - as of 24 November 1994

DONOR	CHANNEL	FOOD		CASH/IN KIND	TOTAL
		(MTS)	(Value US\$)	(Value US\$)	(US\$)
UNFPA	Multilateral	0	0	616,466	616,466
Total for UNFPA		0	0	616,466	616,466
UNHCR	Multilateral	0	0	419,284	419,284
UNHCR	NGO's	5,100	4,110,600	0	4,110,600
Total for UNHCR		5,100	4,110,600	419,284	4,529,884
UNICEF National Committee (NC)	Multilateral	0	0	18,156,936	18,156,936
Total for UNICEF National Committee (NC)		0	0	18,156,936	18,156,936
WHO	Multilateral	0	0	20,000	20,000
Total for WHO		0	0	20,000	20,000
ICRC, Red Cross and Red Crescent Societies	Multilateral	7,260	3,006,767	20,091,303	23,098,070
Total for ICRC, Red Cross and Red Crescent Societies		7,260	3,006,767	20,091,303	23,098,070
NGO's and Private Donors	Multilateral	0	0	16,872,656	16,872,656
NGO's and Private Donors	NGO's	0	266,450	7,891,264	8,157,714
NGO's and Private Donors	Other	0	50,900	12,743,911	12,794,811
Total for NGO's and Private Donors		0	317,350	37,507,831	37,825,181
GRAND TOTAL		390,777	241,344,389	711,684,877	953,029,266

Multilateral - includes UN organizations, ICRC and IFRC.

NGO's - non-governmental organizations.

Other - includes direct assistance, private organizations and contributions with no channel specified or to be determined.

USA (\*) - US\$ 257.7 million covers only USG Assistance to Rwanda since April 1994. Note also that it does not include Department of Defense (DOD) contributions to UNHCR's service packages, value unreported to date.

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**CONSOLIDATED RWANDA REPORT<sup>1</sup>**  
**UPDATE #10**  
**AUGUST 30 - SEPTEMBER 8, 1994**

\* Information in this report should be checked against source materials. Information is being reported as of the date of the source. This report is a compilation of information from a variety of sources, all of which are noted. The date of the source and information is also noted. Conflicting information may be present due to the rapidly changing events in Rwanda and neighboring countries.

**REFUGEE NUMBERS AND FLOWS**

- (U) Refugee and displaced population figures:

**Refugees:**

<b>Zaire/South Kivu:</b>	<b>230,000</b>
<b>Zaire/North Kivu:</b>	<b>800,000</b>
<b>Burundi:</b>	<b>230,000</b>
<b>Tanzania:</b>	<b><u>410,000</u></b>
<b>Total:</b>	<b>1,670,000</b>

**UNREO figures 8/30**  
**(Nairobi 15746, 9/1)**

- (U) UNHCR estimates there are 175,000 refugees in the Mugunga refugee camp, including 20,000 FAR militia; 250,000 refugees in Kibumba camp; and between 200,000 - 250,000 refugees now in Katale camp. UNHCR continues to transfer refugees from Kibumba camp to Kahindo, at a rate of between 1,000 - 2,000 per day. While these camp populations are just estimates, a UNHCR census which is about to begin will yield more accurate numbers for the refugee camp populations. (BHR/OFDA Daily Report, 9/8)

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<sup>1</sup>This report contains information from USG cables, e-mails, phone calls, State, USAID, DoD situation reports, press clips, etc

- (U) In Bukavu, the number of new refugees arriving was sharply reduced in the past week to less than 20,000. This brought the total to about 220,000. There are camp accommodations for 135,000, with the remainder looking for shelter in Bukavu town. (Rome 14276, 9/2)
- (U) There are an estimated 450,000 displaced people in the southwest. (Nairobi 15818, 9/1) According to UNREO on 8/30, the largest concentration (400,000 people) in Cyangugu, and 25,000 in Kibuye. As of 8/30, UNHCR estimates there are 1,500 Rwandans congregated at the Rusizi II border crossing who are awaiting transport into Zaire. (Nairobi 15746, 9/1)
- (U) UNHCR estimated that 46,000 Rwanda refugees died in the Goma region. UNHCR reports that the death toll has decreased to an estimated 300 per day in all the camps. (Nairobi 15746, 9/1)
- (U) The Kibungo orphanage is home to 220 orphans, aged 3 months to 18 years. The number is expected to increase as orphans from two nearby camps will join those in Kibungo. Unlike Gahini, few relatives have claimed the orphans at Kibungo. (Nairobi 15746, 9/1)
- (U) The refugee flow into the northwest has dwindled considerably. UNHCR and UNAMIR estimate the number of refugees from Zaire at the two Goma checkpoints is currently between 800 and 1,000 per day, and at 7 other monitoring points about 2,500 a day. Returnees are also crossing on trails, which are not being monitored. (Nairobi 15698, 8/31) Strong resistance by Hutu leaders in the camps, particularly Mugunga camp, still impedes attempts by refugees to repatriate. (BHR/OFDA Daily Report, 8/31)
- (U) DART/Goma estimates a lower population figure in the three Goma camps than is usually given, possibly as low as 575,000, due to the movement of unaccounted returnees back to Rwanda. (Nairobi 15698, 8/31)

- (U) A steady stream of around 1,500 refugees continue to arrive at the Ngara camps in Tanzania daily (approximately 12,000 per week), but the IFRC's delegation believe that these high numbers are partly explained by the recycling of refugees who leave the camps, go back to Rwanda to shop and loot houses, then return to the camps and re-register. UNHCR estimates that 20 percent of new arrivals could be recycled refugees. Overcrowding at Benaco camp in Tanzania remains the greatest concern of the IFRC delegation. (IFRC Sit Rep no.38, 9/2)
- (U) According to WFP, the humanitarian situation in Burundi is deteriorating, especially due to the shortage of implementing partners. Due to intense skirmishes in Kayanza, Ngozi, and Muramya, local officials estimate an additional 20,000 newly displaced arrived in Gitega. WFP reports this new influx brings the total number of displaced persons in Burundi to 95,000. (BHR/OFDA Daily Report, 9/8)
- (U) There are now nearly 255,000 refugees in camps in Burundi, with an estimated 30,862 fresh arrivals in the week to 8/30. (IFRC Sit Rep no.38, 9/2)
- (U) Rwandan customs and immigration officials at the border, who started working about one week ago, estimated that 100 refugees are returning each day via the Karibuni/Resumo checkpoint. (Nairobi 16136, 9/7)

## REPATRIATION

- (U) On 8/28-8/29, UNHCR met with the Zaire and Rwanda governments to discuss long-term repatriation issues of Rwanda refugees in Goma. According to UNHCR, the talks were encouraging. UNHCR speculates that a massive repatriation effort will help diffuse insecurity in the camps. (Nairobi 15746, 9/1)
- (U) Displaced people from Gikongoro are returning to Butare and appear to be in good condition. (BHR/OFDA Daily Report, 9/1)

- (U) Refugee repatriation at the official crossing on the Gisenyi-Goma border is now averaging between 700-900 per day. Since the beginning of the crisis through 8/28, 55,017 refugees returned to Rwanda through the official checkpoint at the Gisenyi-Goma border. (Nairobi 15819, 9/1)
- (U) The shift of returning refugees through more northern passages is impacting the relief effort in Rwanda. By passing through the North, the refugees are funneled Southeast toward Kora. As a result, they are bypassing the relief way stations between Gisenyi and Kora. (Nairobi 15698, 8/31)

#### **UNACCOMPANIED CHILDREN**

- (U) According to the NGO, Friends in the West, which specializes in traumatized children in Rwanda, 90 percent of Rwandan orphans show symptoms of post-traumatic stress disorder. (Nairobi 15818, 9/1)
- (U) UNICEF estimates as of August 15 there are 1,300 unaccompanied children in Bukavu. (Nairobi 15781, 9/1)

#### **SOUTHWEST**

- (U) UNREO reported that the RPF has established a liaison office in Cyangugu and predicts that the situation in the southwest during the next week may change as the RPF continues to expand its operations. BHR/OFDA Daily Report, 9/7)

#### **HEALTH**

- (U) Bloody dysentery remains the most common disease in the Goma camps, followed by non-bloody dysentery, malaria, pneumonia, meningitis and measles. MSF/H reports a rapid rise in the number of malaria cases and speculates that the number of malaria cases may

soon surpass the number of reported cases of bloody dysentery. (BHR/OFDA Daily Report, 9/8)

- (U) In Bukavu town, a joint WFP/UNHCR team is assessing the nutritional status of the refugee population in Kashusha, the largest refugee camp. Preliminary results indicate 10 percent of the population is acutely malnourished and 3 percent are severely malnourished. (Nairobi 15781, 9/1)
- (U) Compassion Internationale provides food and clothing to the orphanage in Kibungo, but health and water needs remain uncovered. Measles, dysentery, eye and respiratory problems, malaria and intestinal parasites are common ailments. Many children need to be vaccinated. (Nairobi 15746, 9/1)
- (U) In Tanzania, health workers are concerned about a possible measles epidemic with 654 cases in Benaco and a further 100 in Lumasi recently. (IFRC Sit Rep. no.38, 9/2)

## **WATER**

- (U) There is a marked increase in water consumption in the refugee camps since the last rains on 8/25. This trend suggests that the refugee population will drink unpurified water despite international efforts to purify and distribute potable water. (Nairobi 15818, 9/1)
- (U) Benaco camp, which is already overcrowded with 240,000 refugees, is experiencing water supply problems as existing water sources dry up. (BHR/OFDA Daily Report, 8/31)
- (U) While UNHCR continues to provide water purification equipment to Bukavu, there reportedly remains a shortage of water purification equipment to meet the potable water needs of the refugee population. WFP plans to initiate a Food-for-Work program to clean up the latrines and to collect garbage in Bukavu. (Nairobi 15781, 9/1)

## **FOOD**

- (U) Refugees are reportedly forming "food watch groups" to help control food distribution and to ensure that food supplies handed over to the prefecture and commune leaders are distributed equitably amongst refugees. (Nairobi 15991, 9/6)
- (U) Given that WFP/FAO determined that some 2.6 million Rwandans will require food assistance during the next five months, WFP is strengthening its relief operations in Rwanda. (Nairobi 15893, 9/2)
- (U) According to a statement by an UNREO Rep, between now and the end of 1994, the total food shortfall is estimated at 113,000 metric tons. (Geneva 7629, 9/2)
- (U) WFP is providing food to 923,000 beneficiaries (refugees and displaced people) in Burundi. (Nairobi 15893, 9/2)
- (U) WFP is currently supplying food to an estimated 48,000 people in Butare. (BHR/OFDA Daily Report, 9/1)
- (U) DART recommends against the provision of DOD Humanitarian Daily Rations (HDRS) for use in the way stations in the Northwest or in other areas of Rwanda at this time. (Nairobi 15600, 8/30)

## **SANITATION**

- (U) As the rainy season approaches, there is concern that shallow graves could become a focus of disease. (Geneva 7629, 9/2)
- (U) As of 8/26, UNHCR reports that a total 29,100 latrine drop holes have been constructed in the three major camps. This represents an average of 197 persons per drop hole. UNHCR's goal is to have a maximum of 20-50 persons per latrine drop hope when its sanitation program is complete. (Nairobi 15819, 9/1)

- (U) Three of four refugee camps in Goma have received enough plastic sheeting to cover 50 percent of their shelter needs. However, only 20-30 percent of the plastic sheeting needs are currently met in Mugunga camp. (Nairobi 15746, 9/1)

## **RADIO BROADCASTS**

- (U) UK's Overseas Development Office (ODA) will donate funds to start the UN radio station which will broadcast a realistic message of current conditions in Rwanda. The message, which will be broadcast in Kinyarwanda, French, and English, is a UN initiative intended to encourage displaced Rwandans and refugees to return home. (Nairobi 15991, 9/6)

## **OPERATION SUPPORT HOPE**

- (U) As of 8/30, there were 1,298 US military personnel assigned to Operation Support Hope stationed in the Rwanda region. (Nairobi 15746, 9/1)

## **LOGISTICS**

- (U) The issue of who is responsible for paying the offloading costs at the Entebbe airport is resolved. On September 6, DOD/Entebbe paid the salaries of the Ugandan workers for offloading services and no payments remain outstanding. (BHR/OFDA Daily Report, 9/8)
- (U) UNREO is attempting to consolidate and streamline airlift requirements in anticipation of the withdrawal of the US Air Force from the region by 9/30. On 9/3, UNREO requested that all NGOs requiring airlift support in the theater within the next month report their requirements to UNREO. (Nairobi 15991, 9/6)

- (U) At the instigation of DART, UNAMIR reversed its original policy and announced that non-UN personnel will now be permitted to fly on UNAMIR aircraft through September 30. Prior to this reversal, UNAMIR announced it would no longer allow non-UN personnel to fly on UNAMIR flights into Rwanda. NGOs would have been forced to compete for passenger space on Sabina Air, which as of 8/31 established a new route via Brussels-Nairobi-Kigali. (Nairobi 15746, 9/1)(Nairobi 15893, 9/2)

## SECURITY

- (U) There are continued reports of Interhamwe activity in the former French-protected zone. A doctor and his family were recently murdered in Gikongoro after the doctor reportedly encouraged some displaced in Cyangugu to return home. (Nairobi 15991, 9/6)
- (U) Several factors contribute to the insecurity in Goma and the region, including the general collapse of law and order in Zaire; internal Zairian political dissent; the uncertain existing relationship between the Zairian and Rwandan government; the increasing availability of arms and small weaponry in the region; and the high unemployment rate. Within the refugee camps, a number of factors contribute to the insecurity, such as the ongoing campaign of intimidation aimed at preventing refugees from repatriating; the overcrowded, poor camp layout, and lack of crowd control that is intensified by the lack of an evacuation plan; camp mob and gang problems and the lack of law and order; and undisciplined and corrupt Zairian military elements. Some NGOs are rethinking their support of activities in Goma, particularly in the Mugunga camp, which is laden with FAR soldiers. (Nairobi 15939, 9/3)
- (U) UNHCR staff is actively stressing that camp residents must start policing themselves. Field officers have pushed the camp prefects to organize camp security within their sectors and impose the necessary discipline. (Nairobi 15939, 9/3)



- (U) A report from an NGO water tanker driver (MSF/H) described an incident in Mugunga camp that he witnessed first hand on 8/29. Apparently he saw a refugee woman hacked to death by a mob, reportedly because she had just stated to a group that she had just returned from Kigali and that everything was OK there. If accurate, the woman was obviously killed by the terrorist factions in the camp that are preventing refugees from voluntarily returning home. These incidents are frequent disruptions to the delivery of water, food and other provisions and are extremely traumatic for the NGOs witnessing such acts. These acts continue to contribute to the dilemma faced here of providing food, water, medical services to these obviously violent and extreme factions in the camps. (Goma DART, 8/31)
- (U) Dozens of Rwandan soldiers from the defeated former Hutu government army are defecting every day to the mainly Tutsi guerrilla force now in power, the U.N.'s special envoy said on 8/30. In the first sign that the resolve of the old army, still known as the RGF (Rwandan Government Forces), is cracking, U.N. envoy Shahryar Khan told reporters 400 soldiers had joined up with the former rebel Rwanda Patriotic Front (RPF). Khan said that his U.N. Assistance Mission in Rwanda (UNAMIR) was registering soldiers who wanted their homecoming to be recorded. As of August 29, 114 military personnel, including three majors, had registered with UNAMIR. (Reuter, 8/30)

## **DONOR CONTRIBUTIONS/COORDINATION**

- (U) Last week, the World Bank donated \$20 million to the U.N. for rehabilitation projects: \$10.5 million to UNICEF for agriculture, water, health, and nutrition projects; \$4 million to UNHCR for health, repatriation and rehabilitation projects; \$4 million to FAO for seed and agriculture projects; and \$1.5 million to WHO for three epidemiological projects. (BHR/OFDA Daily Report, 9/7)
- (U) On Aug. 30 - Sept. 1, the Zaire and Rwandan governments met in

Goma to discuss issues/solutions to problems created by the Rwandan crisis and the influx of refugees into Zaire. In a public statement following the talks, the Zaire government announced that: (1) the return of Rwandan refugees to Rwanda is the priority and all parties (Zaire, Rwanda, and UNHCR) should draw-up a reintegration plan immediately; (2) Zairian territory will not be used by any Rwandan group which intends to destabilize the existing Rwandan government; (3) Zaire intends to disarm and intern the ex-Rwandan military who have fled into Zaire; and (4) Zairian officials will not permit Rwandan refugees in Zaire to be used as pawns or hostages by political forces opposed to the new Rwandan government. (BHR/OFDA Daily Report, 9/6)

## **WAR CRIMES**

- (U) The UN Commission of Experts appointed to investigate genocide and crimes against humanity in Rwanda completed its preliminary work on 9/5. During their 5-day stay in Rwanda, they met with host government, UN and NGO, and other officials and were able to make a number of site visits and conduct interviews with witnesses. It is highly likely that, based on their findings, they will file an interim report in the near future recommending the establishment of an International War Crimes Tribunal. (Kigali 1509, 9/7)
- (U) The Rwandan Government has stated that amnesty will not be considered for some 1,500 inmates suspected for participation in the massacres and other abuses, until their individual cases are resolved. (Nairobi 15938, 9/3)

## **SITUATION INSIDE RWANDA**

### **GENERAL**

- (U) During a security briefing at the UNREO general meeting on 9/3, UNAMIR reported that except for some incidents, conditions in Rwanda are generally secure. (Nairobi 15991, 9/6)

- (U) There are some continuing problems with mines and unexploded ordnance in the Northwest, east of Lake Bulera (near the Ugandan border). Medical care providers in the region report numerous mine and unexploded ordnance accidents involving children. According to UNAMIR, the majority of the principal roads in the Northwest are safe, but problems are encountered off the roads in fields, or on very small lightly traveled roads. UNAMIR is conducting mine mapping in the area, but suggest that actual removal of the mines and ordonnance is beyond UNAMIR's capacity. (Nairobi 15698, 8/31)
- (U) The SRSB has cited the immediate need for the provision of World Bank/IMF loans to the Rwanda Government. According to the SRSB, specifically under discussion in Washington on August 28 is a loan of \$20 million to permit the government to begin to pay salaries, etc. (Nairobi 15582, 8/30)

#### **AGRICULTURAL**

- (U) Based on their recent crop assessment in Rwanda, FAO/WFP estimate that under normal conditions, yields from the 1994 second planting season would have been 10% more than the average harvest. However, due to the insecurity and massive displacement of the Rwandan population since April 1994, total crop production of cereal and pulses was 60% below last year's crop yields and yields for bananas, and roots and tubers was 27-30% below last year's crops. The extent of yields from the first 1995 planting season will depend on the political/security situation; the return of displaced and refugee population; and the availability of seeds and tools. Despite efforts of a number of organizations to distribute seeds and tools, only one-third of the seeds and tools requirement has been met in Rwanda. (Nairobi 16137, 9/7)
- (U) Even if the security situation stabilized, there is widespread shortage of seeds, mainly for high altitude areas, and tools in Rwanda. The FAO/WFP Mission estimates that 11,873 MT of bean, pea, maize, soybean, and vegetable seeds and 850,000 Hoes (total

value at \$18,382,000) are required to meet the seeds and tool needs for the first planting season of 1995. If seeds are not planted before September/early October, it is estimated that Rwanda will require more than \$100 million worth of food aid in the coming months. (Under normal conditions, Rwanda is largely food self-sufficient). (Nairobi 16137, 9/7) To date, UNICEF and UNHCR have provided 1,000 and 400 MT of seed respectively. (Nairobi 15893, 9/2)

- (U) According to the FAO/WFP crop assessment, an estimated 90% of the crops in Rwandan were harvested, of which 60% were consumed and 40% was either abandoned, destroyed or looted. (BHR/OFDA Daily Report, 8/31)
- (U) The Northwest had a relatively good harvest recently, despite the drastic decrease in population during the month of July. Many farmers returned to the area as early as 8/1 and others are returning now. Some farmers report that free-for-all crop looting has occurred; others say that populations merely helped themselves to ripe crops, not knowing if the owners would ever return. Nevertheless, as a result, there is still plenty of maize, beans, and potatoes on hand. Kinigi, in particular, is a primary vegetable region and has an abundant crop this year. Throughout the region, cabbage, sweet potatoes, corn, tomatoes, vegetables, and sugar cane are available in the markets. The markets appear full and active. DART officers witnessed many people working in the fields and crops appeared copious and in good condition. (Nairobi 15698, 8/31)

## **KIGALI**

- (U) The situation in Kigali remains calm with increased economic and social activity. UNICEF reports that several institutions such as local hospitals and orphanages often experience water shortages up to several days. There is inadequate fuel storage in Kigali. (Nairobi 15818, 9/1)

## **BURUNDI**

- (U) UNREO reports that the political situation in Burundi is very similar to the atmosphere of Rwanda five months ago: a hard line element trying to provoke fear into moderates. One difference between the two countries however, is that there are areas in Burundi which are ethnically homogeneous. With the increasing number of Rwandan returnees, who sought refuge in Burundi for many years, it is clear that some people are preparing to leave the area. Due to the insecurity in the country, WFP has suspended all convoy traffic through Burundi. The Presidential elections on 8/27 did not occur, and many speculate that it will not take place, at least in the near future. (Nairobi 15746, 9/1)
- (U) On 8/30, MSF/F expatriate staff returned to Kirundo. MSF/F had evacuated its expatriate staff from Kirundo and UNHCR ceased operations after the murder of an expatriate UNHCR worker on 8/13. (Nairobi 15746, 9/1)

**Summary of USG Assistance to the Rwanda Humanitarian Effort  
(April 6, 1994 to the present)**

<b>Agency</b>	<b>USAID/BHR/OFDA</b>	<b>USAID/BHR/FFP</b>	<b>State/PRM</b>
<b>Total</b>	<b>\$34,787,435</b>	<b>\$67,637,900</b>	<b>\$37,209,171</b>

<b>Agency</b>	<b>USAID/AFR</b>	<b>DOD/OSD/HRA</b>	<b>DOD/Other</b>
<b>Total</b>	<b>\$1,000,000</b>	<b>\$22,436,208</b>	<b>*</b>

<b>Grand Total</b>	<b>\$163,070,714</b>
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**\* "DOD Other" includes contributions to UNHCR's service packages, value unreported.**

**note: Food contribution made by the USDA is included under FFP**

**USG Acronym List:**

**USAID/BHR/OFDA - Office of U.S. Foreign Disaster Assistance,  
Bureau for Humanitarian Response, U.S. Agency for International  
Development**

**USAID/BHR/FFP - Office of Food for Peace, Bureau for Humanitarian  
Response, U.S. Agency for International Development**

**State/PRM - Bureau of Population, Refugees, and Migration, U.S.  
Department of State**

**USAID/AFR - Bureau for Africa, U.S. Agency for International Dev.**

**DOD/OSD/HRA - Office of the Secretary of Defense, Humanitarian  
and Refugee Affairs, U.S. Department of Defense**

# U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT



## BUREAU FOR HUMANITARIAN RESPONSE OFFICE OF U.S. FOREIGN DISASTER ASSISTANCE (OFDA)

Situation Report #5

August 18, 1994

### RWANDA - Civil Strife/Displaced Persons

Note: The last situation report was dated July 25, 1994. New information has been underlined

#### Overview

On April 6, 1994, President Habyarimana of Rwanda, President Ntaryamira of Burundi, and a number of government officials were killed when their plane crashed while approaching the airport in Kigali, Rwanda's capital. The president's death ruptured the fragile Arusha peace accord signed in August 1993. After the crash, the government forces and the Tutsi-dominated Rwandan Patriotic Front (RPF) fought for control of the country. In addition, government forces and bands of armed militia massacred large numbers of unarmed civilians. Foreign nationals and 258 Americans were safely evacuated from the country in the early stages of the conflict, and U.S. Ambassador David Rawson closed the U.S. Embassy on April 10. Most international relief staff also were evacuated but are now assisting displaced persons and refugees to address the massive needs of these populations.

Soon after April 6, the United Nations Assistance Mission to Rwanda (UNAMIR) peacekeeping forces drew down their numbers in accordance with a U.N. Security Council Resolution. On May 17, the U.N. Security Council passed a new resolution approving the deployment of 5,500 UNAMIR troops to assist the humanitarian operations, and efforts are underway to deploy these forces. On June 22, the Security Council approved the French proposal to dispatch troops to Rwanda to protect civilians and humanitarian relief efforts until UNAMIR forces arrive. The French-led deployment into Rwanda began on June 24. Preceding the RPF's announcement of a ceasefire on July 20, an estimated one million people fled to Goma, Zaire July 14-15, creating a humanitarian crisis of unprecedented proportions. The refugee population in Goma now totals 850,000. Unconfirmed reports indicate that as many as 120,000 people have returned to Rwanda. Refugees continue to flee into Burundi and Tanzania, and the international community fears a new mass exodus into southeastern Zaire as refugees begin to flee from the French safe-zone. On July 24, U.S. troops were deployed into the region to provide logistical services in support of the humanitarian relief effort.

Rwanda is the most densely populated country in Africa. It is the size of the state of Maryland and had a pre-April 6 population of 8.1 million people. The population is comprised of 14% Tutsi and 85% Hutu. Since it gained independence from Belgium in 1962, Rwanda has been fraught with tragic periods of ethnic violence that has claimed the lives of thousands of people, however, the recent violence and death toll are unprecedented.

#### Numbers Affected

Unconfirmed press reports indicate that between 200,000 and 500,000 persons have been killed throughout the country since April 6. As of August 13, United Nations High Commissioner for Refugees (UNHCR) reports that approximately 2 million Rwandan refugees have fled to the following countries: 387,000 to Tanzania; 310,000 to Burundi; 10,500 to Uganda, and 1.2 million to Zaire. Approximately 53,150 Burundian refugees remain in Rwanda out of the 300,000 who fled after the October 1993 coup attempt in Burundi. It is estimated that 89,000 people are now in Kigali out of its original population of 300,000. An estimated 2.2 million persons are internally displaced.

Total FY 1994 USG Assistance Obligated to date\* ..... \$147,701,468

\* Does not include reserved funds, drawdowns from other accounts, or proposed Supplemental Appropriation.

### General Situation

The violence that erupted throughout Rwanda following the April 6 plane crash has resulted in a devastating humanitarian crisis of almost unprecedented proportions. Hundreds of thousands of Rwandans were killed in indiscriminate massacres waged against the civilian population.

The violence and insecurity have sparked the largest and swiftest mass exodus of people ever witnessed by this generation. In mid-July, an estimated 1.5 million people fled from Rwanda into eastern Zaire in less than five days to face the deplorable conditions of disease, dehydration, and a lack of food and shelter. The magnitude of such massive population movements has created one of the most challenging humanitarian crises in history.

Relief efforts for the victims of the crisis began immediately, as relief agencies were already operating in the region. In early May, USAID/BHR/OFDA responded to the humanitarian crisis by deploying a two person assessment team to evaluate the needs of over 400,000 persons seeking refuge in neighboring countries. Based on the assessment team's recommendations, OFDA dispatched a Disaster Assistance Response Team (DART) to the affected region on May 25, 1994.

On July 22, President Clinton announced the deployment of U.S. troops to eastern Zaire to provide logistical support for the delivery and distribution of desperately needed emergency relief supplies and to provide clean water. There are currently an estimated 2,000 U.S. troops stationed in the region as part of Operation Support Hope.

On July 30, Secretary of Defense William Perry, accompanied by OFDA Director Nan Borton, departed Washington to conduct a brief assessment of logistical requirements throughout the Rwanda region, including Goma and Kigali. As a result of Perry's assessment, Kigali has become a base of operations within Rwanda for the relief effort. WFP, UNREO, and most NGOs have moved their base of operations to Kigali, and the airport is now functioning on a 24-hour basis to receive relief supplies for the region.

On August 12, the population in the French safe zone began to flee towards southeastern Zaire in fear of retaliation from the new government. Contingency plans are now underway to prevent another mass exodus and humanitarian crisis.

### Political/Military Situation

Following the announcement of intervention by the French, the RPF's attack on Kigali intensified and on July 4, it gained control of Kigali and the southern town

of Butare. On July 13, RPF forces seized the town of Ruhengeri and soon thereafter took control of Gisenyi, the last stronghold of the interim government. This final military victory for the RPF sparked the massive exodus of refugees into Zaire, as the largely Hutu-population of this region fled an anticipated retaliation from the RPF. A unilateral ceasefire was officially announced on July 20, however, population movements continue and the security of the region remains a vital concern. On July 21, the RPF installed a new government in Kigali, headed by President Pasteur Bizimungu, Prime Minister Faustin Twagiramungu, and Vice President/Minister of Defense Paul Kagame.

On June 23-24, 2,500 French troops were deployed into western Rwanda through Zaire to operate under a U.N. peace-keeping mandate. The French-led operation's mission is to protect civilians and humanitarian relief efforts, and the French originally indicated that they would remain in the country only until UNAMIR forces were assembled and deployed. The troops established a "safe zone" defined by the prefectures of Gikongoro, Kibuye, and Cyangugu to protect vulnerable populations.

The French operation is scheduled to complete its withdrawal from the safe zone by August 22, although the international community is urging the French to maintain their presence in the zone to provide security and stability until UNAMIR II troops are fully installed, provided that the Rwandan government agrees. On August 12, thousands of displaced persons began to flee from the safe zone towards South Kivu, Zaire, fearing RPF retaliation. The international community is concerned that this may be the beginning of another mass exodus. The deployment of UNAMIR II forces has begun, but there is substantial doubt whether UNAMIR II will be able to replace the French forces in the safe zone with a force of equal strength.

The USG announced on July 29 that it officially recognizes the new Rwandan government. Ambassador David Rawson and Secretary of Defense William Perry met separately with the new leadership and both announced that the RPF-led government appears eager to begin the peaceful reconstruction of Rwanda. The new government has also expressed an interest in working closely with NGOs and announced that NGO staff are no longer required to be accompanied by guides while working in Rwanda--an earlier policy which had severely hampered the NGOs' relief efforts. President Bizimungu has formally announced that no repercussions will be taken against returning Hutus who did not partake in the massacres, and has asked Rwandan refugees in neighboring countries to return to their homes. The government has declared, however, that it intends to bring to justice the individuals it believes to be guilty of encouraging or participating in



## genocide

### **Relief Efforts**

The violence that erupted after the April 6 plane crash initially forced almost all relief organizations to suspend their work in Rwanda. NGOs have returned and are leading the effort to care for the massive numbers of displaced and refugees. The U.N.'s response to the crisis is coordinated by the U.N. Rwanda Emergency Office (UNREO), which was created on April 14 when the U.N. Department of Humanitarian Affairs (DHA), U.N. Development Program (UNDP), and other U.N. agencies decided to coordinate their efforts to provide a comprehensive relief response in Rwanda. UNREO was based in Nairobi, but has now moved its base of operations to Kigali in early August, maintaining only a satellite office in Nairobi. UNREO coordinating offices are also located in Byumba, Kibungo, Cyangugu, Gisenyi, and Gikongoro. Throughout the crisis the organization's efforts have been fundamental in encouraging the coordination of NGOs and their activities, as well as in developing relationships with the RPF to formulate and implement relief in Rwanda.

OFDA's DART continues to coordinate and facilitate the USG's response to the humanitarian crisis in the field. The operational base of the team is located in Nairobi, and staff have made assessment trips to Uganda, Tanzania, Burundi, Zaire, and Rwanda. The team, led by OFDA Regional Advisor Kate Farnsworth, now includes a contracts officer, a grants officer, an information officer, and field officers in Kabale, Goma, Entebbe, Bujumbura, and Kigali. The team performs assessments of the region, reports information from the field to Washington, acts as a liaison with the U.S. military's humanitarian operation, and provides an immediate funding mechanism to U.N. agencies, international organizations (IOs), and NGOs for projects that address the needs of displaced persons within Rwanda and refugees in Zaire.

Recent reports indicate that crop production is better than previously expected throughout Rwanda, and beans and sorghum have reportedly been harvested in some of the northern and eastern regions of the country. However, insecurity and population movements have prevented most people from harvesting their crops, thereby disrupting the next agricultural season which commences in September. The International Committee of the Red Cross (ICRC) projects that if Rwandans are not able to plant crops for the upcoming season, significant food aid will be required. To counter this potential threat, NGOs are organizing seed distributions that will be implemented in conjunction with their September food distribution activities. OFDA has also contributed \$400,000 for a seed multiplication project in the region. World Food Program (WFP) estimates that 4 million Rwandans throughout the region are already

## in need of food aid

In response to the continually mounting crisis in the region, the U.N. issued an interagency consolidated appeal on July 22 for \$434 million from July to December, 1994, to provide the resources necessary to effectively provide relief efforts throughout the region. A pledging session occurred in Geneva on August 2. Nearly 60 delegations from the U.N. and other international organizations, bilateral donors, and individual governments attended the conference, pledging a total of \$137 million towards the \$434 million appeal. An additional \$437 million of in-kind contributions was also pledged to address the needs of the relief effort. During the pledging session, USAID Chief of Staff Richard McCall announced the new U.S. supplemental request of \$320 million, the provision of 1,500 U.S. troops to support the humanitarian operation, and the re-opening of Kigali airport as part of the U.S. aid package to the crisis.

### **Situation by Region**

#### **Rwanda/Kigali**

Since the RPF took control of the city on July 4, UNREO has become operational within Kigali and NGOs are beginning to provide humanitarian assistance in the city. Regular coordination meetings are held between UNREO and the humanitarian community to discuss sectoral needs and logistical aspects of relief efforts. ICRC and Medecins Sans Frontieres (MSF) continue to provide medical services to the estimated 89,000 residents in Kigali, and WFP is conducting food distributions. There is a critical need for trucks and storage facilities to ensure the efficient transport and distribution of food and non-food relief supplies to the outlying areas of Kigali.

Shortages of water and electricity that resulted from the conflict in the city during May and June are now being addressed. Except for a few power lines that are in need of repair, the infrastructure for Kigali's power supply is in relatively satisfactory condition. The main water plant in the city is operational and producing potable water. The distribution system is intact but there is insufficient power to operate the five pumping stations. The U.S. military has five 5,000-gallon tankers for temporary use in distributing water.

The Kigali airport was closed for security reasons in June and reopened on July 8 when UNAMIR resumed twice a day flights into the city. On July 31, 200 U.S. troops were deployed to Kigali to take part in the humanitarian relief operation. Due largely in part to their efforts, the airport is now operating on a 24 hour basis, greatly increasing the amount of relief commodities that are flown into Kigali for the city. The use of the Kigali airport also facilitates the delivery

of supplies and equipment to eastern Zaire and to the displaced populations throughout Rwanda. The DART field office was established in Kigali on August 6

#### ***Rwanda: North and East***

There are an estimated 500,000 displaced persons in this region, although population movements within the country continue as people begin to return to their homes. Most of the displaced persons camps are located in abandoned buildings and houses. Water, sanitation, health, and supplementary food have been reported to be the major needs. The primary health problems are dysentery, malaria, and respiratory problems. UNICEF and USAID are working with an estimated 100,000 unaccompanied children in Rwanda to address their special needs and formulating a tracing program to reunite the children with their families

Food continues to be a critical need throughout Rwanda. To date, WFP has food available for 700,000 people in the country for the next six months; ICRC has an approximately equal amount, and Catholic Relief Services (CRS) potentially has enough to feed 230,000 people. With this combined effort, the relief community has the capability of feeding only 25 percent of the population in Rwanda. An accurate assessment of food needs and distribution capability is not possible at present due to ongoing population movements

An outbreak of measles has been reported in the southeast. UNICEF is organizing a vaccination campaign to combat the spread of the disease.

Relief in this region is currently being provided by UN agencies, the ICRC, and NGOs. There are now more than 70 organizations currently working in Rwanda.

#### ***Rwanda/Southwest***

On July 5, the French-led operation established the safe zone within the prefectures of Kibuye, Cyangugu, and Gikongoro. The population in this region is now estimated at 2 million, with approximately 1.7 million displaced persons needing immediate assistance

Significant population movements from the safe zone towards the Zaire border began on August 12, as the August 22 deadline for the French withdrawal from the region draws near. As of August 18, 30,000 people had crossed the Rwanda-Zaire border. Thousands of people are currently en route towards the border, and it is feared that a mass exodus may be imminent. People leaving the safe zone do not seem eager to move, but they are being prodded by the former RGF and militia. UNREO reports that this population movement is organized and supported by the former RGF in Zaire

The relief community has developed a contingency plan

to keep the population in Rwanda and prevent a massive outflow of Rwandans from the safe zone. The plan includes provision of an adequate supply of food and non-food relief commodities within the zone. Significant relief efforts are now clearly evident in the Gikongoro prefecture. Relief supplies for the population are being provided by ICRC, WFP, and NGOs. Organizations working in the safe zone include ICRC, WFP, CRS, Merlin, Trocaire, Solidarite, AICF, and Feed the Children/UK

The relief community has begun to establish displaced camps in the southern portion of Cyangugu prefecture near Bugarama in an effort to steer the population in a southerly direction rather than straight west. If the population is intent on crossing the border, they are then likely to flee straight south to Kamanyola and the Uvira plains, an area which is more conducive to refugee assistance than Bukavu

MSF has reported a measles outbreak in the safe zone, and with the cooperation of UNICEF has been conducting a measles immunization campaign in the Gikongoro region to vaccinate children between the ages of 6 months and 5 years

Security in the safe zone continues to be a concern. Ethnic killings between Tutsis and Hutus have been reported within the zone and in the south of Rwanda. The continued presence of the militia heightens the tension within the zone, further encouraging the population to move towards Zaire

The extremist-controlled radio continues to broadcast throughout the region, urging the population to flee out of Rwanda. To counter the extremist-controlled radio, Reporters Without Borders and a local NGO have established two radio stations in Bukavu to broadcast information on humanitarian activities in and around Bukavu. Senior government officials have travelled to the safe zone to provide assurances to the people that the new government will not harm or seek retribution on any Rwandan not guilty of partaking in the massacres

#### ***Eastern Zaire: North Kivu***

Since July 14, an estimated 1.2 million Rwandan refugees fled into the Goma region of Zaire, fleeing an RPF advance. The population in the Goma region is now reported to be approximately 850,000 due to more accurate counting of the population and the number of people who have returned to Rwanda. To facilitate relief efforts and relieve overcrowded conditions, UNHCR has divided the Goma region into four camps in the vicinity: Katala, Kibumba, Mugunga, Kiruku, and the town of Goma

Significant progress in the relief effort has been made

by the international community MSF estimates that at least 22,000 people have died since the influx began into Goma in mid-July, caused primarily by disease, dehydration, starvation, and exposure. In the early days of the crisis, cholera quickly spread throughout the population, killing as many as 1,800 people per day at its peak. Relief agencies report that death rates are now declining significantly. The epidemic has come under control due to an increased supply of medical supplies and staff, and the increase in uncontaminated water.

Since July 25, DOD airlifted water bladders, water purification systems, and water tankers into the region to produce and distribute uncontaminated water to the population. UNHCR, the U.S., Germany, Oxfam, MSF, and UNICEF have increased water delivery substantially. As of August 14, the water system operating on the ground was able to deliver 3.2 million liters of clean water per day out of the 12.0 million liters per day that are required to meet the international standard of water supply. The shortfall is attributed not to a lack of production capabilities, but rather to a lack of storage, transportation facilities, and a lack of access roads in the camps.

While cholera and water problems have been somewhat alleviated by ongoing relief efforts, there remains four major concerns in Goma: sanitation, dysentery, security, and the volcanic activity in the region.

Sanitation facilities continue to be a crucial need, as poor sanitation conditions will further deteriorate with the onset of the rainy season. Despite ongoing efforts to treat existing cholera and dysentery, health will remain a primary concern until sanitation facilities are provided. UNICEF estimates that at least 60,000 latrines are urgently needed.

Dysentery has replaced cholera as the most immediate health emergency in the Goma region. Relief agencies estimate that as many as 20,000 people could die from the disease. Centers for Disease Control (CDC) currently has a team on-site to assess the situation and recommend possible treatments. MSF has established a clinic in Goma to treat dysentery patients. Additional health concerns include meningitis and measles, both of which have been reported in the region. Measles vaccination programs are currently underway in the camps, targeting children between the ages of 6 months and 12 years, through the coordination of UNICEF, International Federation of the Red Cross (IFRC), Food for the Hungry, MSF, and the American Committee for Refugees.

The international community is concerned that many of the individuals responsible for perpetrating the massacres have taken refuge in the Goma region.

Members of the militia and interim government forces remain armed and visible among the refugee population. There are unconfirmed reports of armed soldiers intimidating and even killing refugees who encourage others to return to Rwanda. Security incidents and conflicts with Zairean soldiers have been reported in the camps during distributions. Tensions appear to be rising throughout the camps, and security remains a crucial concern.

On August 11, one of the several volcanoes in the Goma region spewed steam and ash 5,000 meters into the air and emitted a 50-foot wide lava flow. The increased activity of the volcano raises concerns that a major eruption could be imminent, which would seriously affect the relief operations in the region. A team of U.S. Geological Survey (USGS) volcanologists was deployed to the site during the week of August 15 to assess the likelihood of further activity, associated risks, and possible evacuation.

Heavy equipment is needed to assist in the preparation and reconstruction of camp sites in the region, and to improve the road network that currently exists between the camps. A new site is being prepared by the USG and a Swedish team to relocate refugees from Kibumba, where facilities are grossly inadequate to accommodate the camp's population.

Thousands of children have lost one or both parents as the death toll continues to rise, and it is estimated that there are 100,000 unaccompanied children in the Goma region. Approximately 22 percent of this population suffers from malnutrition. UNICEF believes that many of the missing parents are still alive, and can eventually be reunited with their children.

UNHCR and WFP estimate the daily food requirement for the Goma region to be 425 MT/day, with deliveries to the region averaging 600 MT/day. However, local distributions to the camps have never exceeded 300 MT/day because of poor distribution mechanisms. Malnutrition has become a serious concern throughout the camps. This is largely attributed to the lack of equitable food distribution due to the poor layout of the camps and the presence of former RGF troops and militia in the camps, lack of diversity in distributed food stuffs; and the lag in organizing therapeutic and supplementary feeding programs for vulnerable populations.

Logistical difficulties in the region are being addressed by the U.S. military and other international donors. The airport at Goma has significantly increased its hours of operation. Forklifts, trucks, and operating personnel have been airlifted into the region to facilitate the off-loading process and the distribution of relief commodities.

On July 24, the Zairois government officially reopened the border between Zaire and Rwanda. UNHCR estimates that over 120,000 refugees have returned to Rwanda from the Goma region. Repatriation efforts are currently underway through the coordinated efforts of UNICEF, WFP, MSF, and UNHCR. Way stations are being established along the route from Gisenyi to Ruhengeri to provide food, water, and health care to returning refugees. MSF and Concern are providing medical assistance at the stations, and WFP has distributed a total of 30 MT of food to these locations. CARE is now organizing way stations along the Ruhengeri-Kigali axis.

#### ***Zaire: South Kivu***

The relief community in Bukavu is ill-prepared to handle a massive influx of refugees from the safe zone into the region. There are currently 320,000 refugees in Bukavu who have arrived since mid-July. Of this population, 100,000 people are in need of assistance, yet WFP is only capable of distributing food to 40,000. The food situation in the region remains serious, and reserve stocks in Bukavu are extremely low. A food airlift is now underway to the Bukavu airport, carrying an average of 35 MT per day.

At present, water is available in the region largely because of natural resources. Water pumping, purification, and distribution systems are being installed in the Bukavu camps by relief agencies. However, the amount of available water is still low, and the problem may become critical if there is a massive influx into the region.

Logistical difficulties in the region will further impede relief efforts. The airports in Cyangugu and Bukavu are in severe disrepair and are ill-equipped to receive a significant number of relief flights. It is estimated that they will require major reconstruction after only two weeks of use. The road infrastructure leading into Bukavu is extremely poor and will become virtually impassable once the rainy season begins.

Because of these severe logistical difficulties in the Bukavu region, the relief community's contingency plan intends to divert the potential outflow of refugees from the safe zone into Kamanyola and the Uvira plans rather than Bukavu. This region is far more conducive to a refugee assistance effort than Bukavu.

#### ***Southern Uganda***

Two sites, Ntungama and Kisoro, have been established to house the 10,500 refugees in the region. Water continues to be a problem, both for the refugees and for the resident population of the town. Most of the refugees are in good health, and WFP is delivering food to the camp from Kampala. A WHO epidemiologist was sent to Kabale to assist in the surveillance of the

refugee camps

Entebbe has been designated as the hub for Operation Support Hope. DART/Entebbe works in close conjunction with the DOD/Joint Task Force to coordinate the relief effort.

#### ***Northern Tanzania***

Approximately 220,000 Rwandan refugees--both Hutus and Tutsis--entered the Ngara district in Tanzania in less than 48 hours between April 28-29. Due to continued influxes since April 29, the number of refugees in the Ngara and Karagwe districts has grown to 387,000. UNHCR's emergency response team in Ngara divided Benaco camp into two separate camps, with the second camp located at Lumase. In mid-July, UNHCR completed an official registration in the Ngara district. The results of this process indicated that the populations of the camps are smaller than previously believed. There are now 194,900 refugees registered in Benaco, 9,500 in Lukole, and 79,400 in Lumase.

UNHCR reports that 800 refugees per day continue to flee to the Ngara district, and as many as 2,000 flee into the Karagwe district per day. The specific reasons for these constant inflows are unknown. The high influx of new arrivals is stretching resources, creating undesirable and overcrowded conditions, accelerating the destruction of the local environment, and adding to security concerns. Skepticism has been expressed regarding the ability of the relief community to provide assistance to the refugees in the region after the onset of the rainy season in September and October. Adding to this grim prospect is the continued unwillingness of almost all of the current refugee population to return to Rwanda.

Under the strong coordination of UNHCR, NGOs operating in the Benaco camp are addressing the problems of water, sanitation, and health. The refugees located in the Benaco camp are reported to be healthy and reasonably well-fed. A nutritional survey conducted in the camp found minimal malnutrition. WFP reports that it has established food stocks in the region that allow food to be distributed in six day rations. Malaria and acute respiratory infections are the major causes of death, and there is an increase in deaths from diarrhea and dysentery.

NGOs working in the Ngara district report that security within the region has been eroding. A security incident in mid-June involving a refugee who was suspected of instigating massacres in Rwanda resulted in the implementation of stronger security measures in the camps. UNHCR also reported that there have been several murders in Benaco since early June, and killings of Tutsi refugees with machetes in the Lumase camp.

To the north of the Benaco camp, an estimated 98,400 refugees are located in the Karagwe district in ten smaller camps and settlements. Many are in poor health and arrived with few possessions. Relief efforts to this region continue to be challenging because of the camps' remote locations.

#### **Burundi**

Approximately 310,000 Rwandans have fled to Burundi since April 6, the majority of which have settled in the northern provinces. The refugee population in Burundi grew by over 120,000 in a matter of days in late July, and refugees continue to flee to Burundi from southern Rwanda due to political insecurity. Security remains a serious concern as violence between Hutus and Tutsis continues to escalate throughout the country. (See OFDA Burundi Situation Report #3, July 26).

#### **U.S. Government (USG) Assistance**

Prior to the current crisis, U.S. Ambassador Robert Flaten declared a disaster in Rwanda following the influx of Burundian refugees on October 27, 1993. The \$25,000 Ambassador's Authority was allocated to CARE International for providing emergency water supply systems to the Burundian refugees in Butare and Gikongoro prefectures. In fiscal year (FY) 1993, OFDA funded MSF/Belgium to operate an emergency medical relief program, and provided funds to CRS to distribute food and non-food relief items to displaced persons in Byumba.

On April 28, 1994, U.S. Ambassador David Rawson declared a state of disaster in Rwanda as a result of the widespread violence that broke out following the events of April 6. The DART was deployed to the region on May 25, and has provided over \$6.8 million to date to NGOs, IOs, and U.N. agencies for relief programs. USG humanitarian assistance is also being provided by USAID's Office of Food For Peace (FFP), the Department of State's Bureau for Population, Refugees and Migration (PRM), and the Department of Defense (DOD).

On July 15, President Clinton authorized a drawdown of \$19 million from the Emergency Refugee and Migration Assistance Fund (ERMA) to assist refugees in the Rwanda crisis. These funds will be provided to UNHCR and other international organizations working in the area. An additional \$41.4 million in funding was identified for the crisis on July 21, bringing total USG assistance to the region to \$150.2 million. On July 22, President Clinton authorized a DOD funding drawdown for airlifts into the region and logistical support, estimated at an additional \$100 million. On July 24, U.S. troops were deployed to the region to assist in the humanitarian effort. President Clinton has also asked Congress for supplemental funding of \$320 million, including the \$100 million allocated for DOD.

#### **OFDA Assistance**

Ambassador's Authority for Rwanda . . . \$25,000

Ambassador's Authority N Kivu, Zaire . . . \$25,000

Ambassador's Authority S Kivu, Zaire . . . \$25,000

Grant to ICRC for purchase and distribution of food and non-food relief supplies, provision of food security and medical assistance to displaced persons, water and sanitation project, and airlift capacity . . . \$6,100,000

Contribution to USAID/Uganda to assist in removing bodies from Lake Victoria . . . . . \$100,000

DART operational funds . . . . . \$1,036,960

Grant to World Vision for the provision of basic household items, construction of latrines, distribution of agpaks, and supplemental feeding programs \$432,102

Grant to UNICEF for nutrition program, medical supplies, and transportation . . . . . \$1,228,305

Grant to UNREO for staff and equipment for relief program . . . . . \$349,400

Grant to World Relief for the provision of basic household items to displaced persons in Goma and western Rwanda . . . . . \$290,609

Grant to Samaritan's Purse for the operational costs of a medical team for displaced persons in Rutare \$65,000

Grant to CARE for a water and sanitation program and the distribution of high energy biscuits in Rwanda . . . . . \$892,722

Grant to IMC to provide medical coverage for displaced persons through the facilitation of a hospital and an outreach program . . . . . \$714,873

Contribution to UNHCR for airlift of emergency relief supplies into Goma . . . . . \$850,000

Contribution to WFP for regional purchase of CSB and vegetable oil, and to mobilize trucks into the region . . . . . \$3,000,000

Contribution to AICF for emergency medical care in southwest Rwanda . . . . . \$594,725

Grant to ADRA for emergency medical care, Goma . . . . . \$201,310

Grant to Solidarites for logistical support in Cyangugu, Gikongoro and Kibuye . . . . . \$250,000

56

Contribution to WFP for infrastructure support in  
Gikongoro and Cyangugu . . . . . \$676,615

Grant to American Refugee Committee for health  
stations in Goma . . . . . \$289,985

Contribution for water purification systems and  
operators in Goma . . . . . \$320,230

Contribution to UNHCR for consultants . . . \$204,003

**Total OFDA Assistance . . . . . \$17,671,839**

***DOD Assistance***

Airlifts of relief supplies for UNHCR . . . \$13,222,568

Airlifts of relief supplies for UNICEF . . . \$2,071,000

Airlifts of relief supplies for ICRC . . . . . \$1,950,000

Airlifts of relief supplies for WFP . . . . . \$5,000,000

Airlifts of relief supplies for NGOs . . . . . \$2,794,640

Airlift of OFDA-funded equipment . . . . . \$575,000

**Total DOD Assistance . . . . . \$25,613,208**

***FFP Assistance***

**FY 1994**

Contribution of 19,450 MT Title II commodities for  
CRS . . . . . \$17,700,000

Contribution of 14,320 MT of Title II commodities for  
ICRC . . . . . \$13,400,000

Contribution of 43,070 MT of Title II and Section 416  
commodities for WFP . . . . . \$28,700,000

**FY 1995**

Purchase of 5,800 MT Title II commodities for  
CRS . . . . . \$1,100,000

Purchase of 500 MT Title II commodities for ICRC  
. . . . . \$500,000

Purchase of 15,700 MT Title II commodities for WFP  
. . . . . \$7,400,000

**Total FFP Assistance (FY 94-95) . . . . . \$68,800,000**

***State/PRM Assistance***

Contribution to UNHCR . . . . . \$25,500,000

Agreements with IRC . . . . . \$1,463,351

Contribution to WFP . . . . . \$2,900,000

Contribution to ICRC . . . . . \$1,000,000

Contribution to IFRC . . . . . \$2,600,000

Contribution to CDC for a team of 7 doctors to work  
with UNHCR in Zaire . . . . . \$153,070

ERMA funds remaining to be allocated . \$2,000,000

**Total State/PRM Assistance . . . . . \$35,616,421**

**Total USG Assistance (to date) . . . . . \$147,701,468**



Nan Borton  
Director  
Office of U.S. Foreign Disaster Assistance

**BHR/OFDA Daily Report  
Rwanda Emergency  
Tuesday, August 23**

**SOUTHWEST RWANDA**

- As of 10 a.m. (local time in Nairobi) on August 23, the Zaire-Rwanda border was still closed. However, DART/Kigali field officer reported that there does not appear to be a solid policy regarding who can cross the Zaire-Rwanda border. Even NGOs have reportedly had difficulty crossing into Zaire.

- UNREO reports that an estimated 150,000 to 200,000 people crossed into Bukavu during the past week.

- DART/Kigali reported that after the border closed on August 20, approximately 50,000 people congregated on the slopes overlooking the border bridge and river at Bukavu. Most people on the slopes were apparently cooking food or resting, and did not appear anxious to cross the border.

- The rainy season, which usually begins in early September, has already started. Heavy rains were reported in several areas in Rwanda, including Kigali and Cyangugu. On August 23, UNHCR is scheduled to deliver a large quantity of urgently needed plastic sheeting for the displaced population in Cyangugu.

- Four displaced persons camps are being opened throughout the southwest as part of Phase II of the contingency plan. The first camp that was opened, Mururu camp, can accommodate 20,000 displaced persons.

- In anticipation of a possible mass exodus from Rwanda into Zaire, WFP is exploring ways to increase food deliveries to Bukavu by barge and truck, and expand its storage capacity in Bukavu.

**FOOD NEEDS**

- WFP estimates 3.4 million people in the region require food: 700,000 displaced people in Rwanda; 1,350,000 Rwandan refugees in Zaire; 923,000 Rwandan refugees and displaced in Burundi; 450,000 Burundian refugees in Tanzania; and 30,000 Rwandan refugees in Uganda.

**GOMA**

- With the onset of the rainy season, plastic sheeting is a priority item in the Goma region. UNHCR is scheduled to deliver a total of 120,000 pounds of plastic sheeting to the area on 8/22-23.

- The DART reports that food is still not being distributed equitably in the camps due to poor food distribution systems (primarily a factor of poor camp layout) and security problems. Organized gangs of militia, ex-soldiers, and young men continue to raid food distribution points and are stealing from the refugees. In response, NGOs have begun to diversify food distribution points and are urging UNHCR to address the security situation.

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## **ANNEX D**

### **RIC - RELATED DOCUMENTS**

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- 1. RIC Report Distribution Issues**
- 2. CRR Schedule (& Issues) - Revised**
- 3. USG Financial Reporting**
- 4. Schedule for Updating the USG Assistance to Rwanda Report**
- 5. Distribution and Archival of the USG Financial Report and the Consolidated Rwanda Report**
- 6. Internet/E-mail Inquiries (samples)**



**RIC Report Distribution Issues  
for discussion @ 1:00 8/26**

**1. Review draft USG financial detail distribution list (see attachment):** The RIC needs to develop a policy on the dissemination of detail USG financial report to non-USG organizations. We currently have one internal non-AID request for the report - State/RRP and one external USG request - UNDHA. **What is the RIC policy on the distributing of the detail USG financial report to external organizations?**

**2. RIC Mailbox distribution Policy:** Since the RIC mailbox manager is the last internal point of contact; Should RIC members effect a policy that states; "only cleared and unclassified reports should be forwarded to the RIC mailbox for distribution?"

[We operate in this manner for the CRR, but with the MORE SENSITIVE USG financial and possibly Other Donor reports being developed should we formalize this policy for all reports?]

**3. OFDA Situation Report:** Since some of the information contained in the OFDA Sitrep should parallel other reports coming from the RIC, e.g. the USG financial tables; Is there a need for a formal reconciliation of the OFDA Sitrep with the USG Financial Tables and/or the CRR prior to the distribution of the OFDA Sitrep? or does this already occur?

**4. WFP Weekly Report Distribution:** Once developed, can the detail USG financial distribution list "double" as the WFP weekly report mailing list?

If so, this would simplify the distribution of both reports? Those recipients who do not want one or the other can just discard the unwanted report.

**5. Archiving:** Should the RIC mailbox catalog and archive the following reports?

- Classified Consolidated Rwanda Reports (CCRR)
- Consolidated Rwanda Reports (CRR)
- World Food Programme Weekly Reports (WFPW)
- USG Summary Page (USGS)
- USG Detail Report (USGDR)
- Other Donor Information??? (OD)
- Other Information related to the Emergency?

If the answer to 5 is yes, the RIC mailbox needs CCRRs 5 thru 8.

**6. USAID EIS:** The CRR has been added to the Executive Information System (EIS). The addition of the CRR to the EIS could eventually reduce the size of the CRR distribution list. In addition, "posting" rather than "distributing" is less labor intensive (on one hand) and technically more efficient; posting creates a one stop shop and reduces network traffic.

However, while all internal users should have access to the EIS, some may prefer receiving the report(s) through e-mail. Now that the CRR is available on the EIS, does the RIC want to begin weaning individual internal distribution of the CRR?

**7. FAX distribution of reports:** The RIC has had two requests for the fax distribution of the CRR - neither have been answered. The preferred distribution method is e-mail. If faxing is necessary, the banyan-fax gateway is the most efficient mechanism available - but there's a cost. To fax from the desktop, through this gateway, requires that the CRR be converted from WP 5.1 to ASCII (DOS text). This conversion creates formatting problems with the CRR - the report becomes somewhat garbled; bullets become O faces, etc. and clean up requires some labor; estimate - 5 minutes per page. If we agree that the RIC should fax copies of the report to requestors and we agree that the fax gateway is the most efficient manner for doing so, who is going to be responsible for the conversion of the document from WP to ASCII.

**TECHNICAL NOTE:** We may want to experiment with the format of the report during its development to reduce the labor intensity of clean-up after the conversion.

**Adding the CRR to the Internet:** In addition, a suggestion has been made to add the CRR to the Internet Gopher for external USAID dissemination. While not confirmed, I believe that ASCII versions of the report will be required by IRM to "post" them on the InterNET gopher. Do we want to add the CRR, or any other reports on Rwanda to the USAID gopher? If so, what's the procedure going to be?

The addition of this report to the USAID InterNET gopher may reduce the size of the external distribution list. Posting this report rather than distributing it to individual InterNET users is less labor intensive (on one hand) and technically more efficient - creates a one stop shop for Internet users and reduces Internal and External network traffic. While some external users have access to the InterNET gopher, some may prefer receiving the report(s) through internet e-mail. If we agree to add the CRR to the USAID gopher, does the RIC want to begin weaning individual external distribution of the CRR?

**8. Does anyone know if Rich Ragan has an e-mail address?**

u:\dlauer\docs\issues.826

**CRR Schedule - Revised**

**9/13/94**

**Monday**

9:00 a.m. / Monika retrieves and reads cables, OFDA Daily Report, and other materials from the RIC box in Linda Howey's office, the "RIC In Process Materials" file in Rm 3909, and from the RIC file with Sharon Ricks in ES, Rm 5883. These materials are from the previous Friday until Monday.

10:00 a.m. Monika gives highlighted cables to Nicki for entering into latest CRR file on a diskette which is kept in "RIC In Process Materials" file in classified cabinet in Rm 3909.

1:00 p.m. Monika gives second batch of cables for the day to Nicki for entering onto diskette. Nicki must be sure to save the file to a backup diskette as well.

2:00 p.m. Nicki places the unread afternoon cables from the RIC box in Linda Howey's office into the "RIC In Process Materials" file (also where the diskettes are kept) in Rm 3909 overnight. Cables that are read and/or inputted are placed "face away" in the "RIC In Process Materials" file.

**Tuesday**

Same as Monday

**Wednesday**

9:00 a.m. Same as Monday

10:00 a.m. Same as Monday

1:00 p.m. Same as Monday

2:00 p.m. Monika proofreads the Classified CRR and makes her final edits.

4:30 p.m. Nicki delivers to Dennis King in Room 1262a (or to Linda Howey in Dennis' absence) a hard copy of the completed Classified CRR and a diskette containing the Classified CRR so that Dennis may make changes to the file. Nicki

picks up a hard copy of the financial summary sheet from Dennis and keeps it in the "RIC In Process Materials" file in Rm 3090. Nicki keeps the backup diskette in the "RIC In Process Materials" file.

**\*\*Thursday\*\***

9:00 a.m. Dennis King (or Linda Howey) delivers final edits to Monika in Rm 3909. Monika makes last minute changes and additions of info from that morning. Monika then prints out a copy onto USAID letterhead and takes it to ES in Rm 5883 to photocopy and to get confidential or secret cover-sheets for the CRR.

10:00 a.m. Classified CRR is delivered to the Ops meeting in OFDA.

11:00 a.m. Monika declassifies the CRR and e-mails it to Dennis King.

2:00 p.m. Nicki places the unread afternoon cables into the CRR working file in Rm 3909 overnight.

3:00 p.m. Dennis King e-mails Monika the final edits to the Unclassified CRR. Monika then converts the file into an ASCII format and e-mails it to Dennis Lauer. Dennis Lauer then e-mails the Unclassified CRR to a larger audience.

**Formatting Issues**

As Monika reads the cables she highlights sections to be included in the CRR. She will indicate under which heading the highlighted section should be written. Note: some headings may be added or deleted each week depending on the situation in Rwanda.

File Names are as follows:

Classified CRR - a:\Rwanda(#).UPD (e.g. a:\Rwanda11.upd)  
Unclassified CRR - a:\Rwanda(#).UNC (e.g. a:\Rwanda11.unc)  
CRR format - a:\Rwanda.for

The paragraphs should be bulleted and indented, and should begin with either (U), (LOU), (C), or (S) depending on the classification of the cable/information.

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At the end of each bullet, the cable or source must be cited as follows: a) for cables (City Cable #, Date); b) for OFDA Daily Reports (BHR/OFDA Daily Report, Date); c) for Reuter articles (Reuter, Date).

Nicki will attempt to make sure that the passages make sense, even if that means altering some of the language (this is because Monika may not always highlight complete sentences or the cable may not be written in complete sentences).

Nicki should enter the sections chronologically and on Wednesdays Monika will review the Classified CRR before it is delivered to Dennis King and she will move sections around, etc.

USG Financial Reporting  
August 24, 1994

AGENDA

1. Purpose of the USG Financial Report

- \* internal use
- \* summary sheet is for unrestricted distribution

2. Issues

- \* Should Burundi prior to April 6 be in the report?
- \* Will OFDA Rwanda Sitrep numbers be different?
- \* Should total metric tons be on summary page?
- \* Comments on "notes" on summary page.
- \* How often should report be updated?

3. Proposed Schedule for Updating the USG Financial Report

**Monday:** Beverly Youmans receives updated information from OFDA, FFP, USDA, AID/AFR, PRM, and DOD by COB.

**Tuesday:** Office reps receive their section of the final draft of the report at the 10:30 a.m. Rwanda Working Group meeting in OFDA.

**Wednesday:** All clearances are made by phone, fax, or E-mail no later than 10:30 a.m. to:

Beverly Youmans  
OFDA, Room 1262A  
(Sitting at Valerie Newsom's desk while she is on Tdy)  
Phone: (202) 647-7482  
(you can leave a message)  
Fax: (202) 647-5269 (attn: BYoumans)  
E-Mail: LAIOFDA@FHA.OFDA@AIDW

**Thursday:** Report is distributed by RIC (see clearance/distribution list attached)

**Schedule for Updating the USG Assistance to Rwanda Report**  
Updated September 28, 1994

**Monday:** Rita Hudson (USAID/BHR/FFP), Linda Lloyd (USAID/AFR/EA), Mary Ann Etchison (State/PRM), and Richard Ragan (DOD/OSD/HRA) get updated information to Suzanne Burgess by 3:00 pm. Suzanne can be reached by phone: (202) 647-9743, fax: (202) 647-5269, in person: room 2644, or by E-mail.

**Tuesday:** The USG Report is cleared and ready for distribution by COB. Suzanne copies the Report into two DOS text files for use by Dennis Lauer: one file contains the detailed breakdown and the other file contains the summary page. Suzanne gives hard copies of the USG Report to the following OFDA people: Mary Rita Zeleke, Regina Tooley, Tami Sanchez, Bob Dorsch, and Dennis King. A copy of the USG Report is faxed to UN/DHA (4122 7886389 or 7886394) if a updated copy of the UN/DHA report is needed for that week.

**Wednesday:** Nicki picks up a copy of the summary page of the USG Report from Suzanne or Dennis at OFDA. (She can do this when she delivers the CRR diskette to Dennis at 4:30 p.m.)

**Thursday:** The summary page of the USG Report is included as an attachment to the CRR distributed at the 10:00 a.m. meeting. The Summary page is also included in the unclassified version of the CRR distributed at the PVO meeting, when it is held.

**Friday:** Dennis Lauer sends the USG Report electronically to people on the distribution list.

## **Distribution and Archival of the USG Financial Report and The Consolidated Rwanda Report**

### **Storing the USG Worksheets as ASCII.TXT files:**

1. An electronic version of the USG financial report, currently updated weekly on Wednesday, is provided to the RICMAN by c.o.b. every Wednesday – this is currently done by writing over the two files called p:\summary.txt and p:\detail.txt;

### **Disseminating the USG products:**

2. Both the p:\summary.txt and the p:\detail.txt files are then e-mailed to the USG address book; the address book is located within the RIC@FHA.OFDA@AIDW account;

### **Receiving & Storing the CRR (Wordperfect & ASCII versions):**

3. The Wordperfect & the ASCII versions of the CRR are "e-mailed" to the RIC mailbox and stored in the U:\CRR\DOCS\CRR directory every Thursday - the standard naming for the documents are RWANDA##.CRR (Wordperfect) & RWANDA##.ASC for the (ASCII text version);

### **Incorporating the USG summary sheet into the WordPerfect version of the CRR:**

4. After retrieving the Wordperfect version of the CRR, go to the bottom of the file and retrieve P:\summary.txt (this file contains the summary USG information);

### **Saving the WordPerfect version of the CRR with the USG summary sheet:**

5. The Wordperfect version of the CRR should then be saved to the U:\RIC\DOCS\CRR\ directory – standard naming is Rwanda##.CRR;

### **Incorporating the USG summary sheet into the ASCII version of the CRR:**

6. After retrieving the ASCII version of the CRR, go to the bottom of the document and retrieve P:\summary.txt (this file contains the USG summary information);

### **Saving the ASCII version of the CRR with the USG summary sheet:**

7. The ASCII version of the CRR should then be saved to the U:\RIC\DOCS\CRR\ directory – standard naming is Rwanda##.ASC;

### **Updating the RIC blurb, Create the mail message using CRR-1, CRR-2 and attach the ASCII version of the file:**

8. Update the RIC document contained in u:\ric\docs called RIC....with changes and save as ASCII text .... ctrl-f5, dos text-1, save-1....
9. Create a mail message using the CRR-2 address book and import the U:\RIC\DOCS\RIC file into the body of the message.



10. Attach the Current ASCII version of the CRR to the mail message contained in U:\RIC\DOCS\CRR\RWANDA##.ASC

**Sending a message to the Africa-L list on the InterNET:**

10. Compose a mail message to the AFRICA-L inet[AFRICA-L@VTVM1.CC.VT.EDU] and the CRR-1 distribution list and import the latest version of the CRR U:\RIC\DOC\CRR\RWANDA##.ASC into the body of the e-mail message and mail away.

**Posting the report to the USAID EBB:**

11. Compose a mail message to Barbara Blackwell@FHAM@AIDW with a CC: to Mary Roko@FA.AS.ISS and attach the ASCII version of the CRR U:\RIC\DOCS\CRR\RWANDA##.CRR.

**Posting the report to the USAID EIS:**

12. Compose a mail message to Joseph Nassif@AID.ES@AIDW and attach the WordPerfect version of the CRR U:\RIC\DOCS\CRR\RWANDA##.CRR.

**Posting the report to the USAID Gopher:**

13. Compose a mail message to Jin Kim@IRM.CLS.PTS@AIDW with a CC: to Craig Fischer@IRM.CLS.PTS@AIDW and attach the ASCII version of the CRR U:\RIC\DOCS\CRR\RWANDA##.ASC.

u:\ric\docs\ricover

## **Reports:**

**The Consolidated Rwanda Report:** Produced by the RIC on a weekly basis. The report includes inputs from the following reports that are received electronically!

**The USG Financial Report:** Produced by OFDA and stored in the OFDA public directory - the summary page is included in the CRR and distributed to CRR lists! The detail report is distributed to the USG distribution list..

**The WFP Weekly:** Produced weekly by WFP. Information contained within this report is used in the maintenance of the CRR and OFDA sitrep.

**The UNDHA Situation Report:** Provided weekly from UNDHA. Information contained within this report is used in the maintenance of the CRR. This report is also forwarded to the person in OFDA responsible for developing the OFDA Rwanda Sitrep, currently Kim Smith.

## **WordPerfect Directories:**

U:\RIC\DOCS	General correspondence for the RIC.
U:\RIC\DOCS\CRR	ASCII and WordPerfect versions of the CRR.
U:\RIC\DOCS\DHA	DHA situation reports.
U:\RIC\DOCS\WFP	WFP weekly reports.
U:\RIC\DOCS\CIA	CIA maps of population movements.
U:\RIC\DOCS\OFDA_SIT	Contains OFDA sitreps.

## **RIC E-Mail Folders:**

1. **AD-HOC:** Miscellaneous Correspondence
2. **CRR:** E-Mails & crr attachments
3. **CRR-1:** RIC distribution requests list #1
4. **CRR-2:** RIC distribution requests list #2
5. **CRR-3:** RIC distribution requests list #3
6. **CRR-Dist:** E-Mails of actual electronic distribution of the CRR
7. **DHA:** Electronic version of DHA reports
8. **DOS-COMM:** Electronic Communications with State
9. **GENERAL:** In Box
10. **InterNET:** Communications related to the Internet distribution
11. **Survey:** Survey/Evaluation of the CRR
12. **USG:** USG Financial report distribution
13. **WASTEBASKET:** Out Box
14. **WFPWEEKLY:** World Food Program weekly reports

To: ric@usaid.gov  
Cc:  
Bcc:  
From: "Rick Spencer" <rspencer@usaid.gov>  
Subject: CRR  
Date: Friday, August 12, 1994 16:05:39 EDT  
Attach:  
Certify: N  
Forwarded by:

-----  
Please provide me with the Consolidated Rwanda Report. I volunteer at the White House and would like to have a place to refer people. Writers are asking the White House how they can help/volunteer with Rwanda. Any ideas on how AID would like to respond to these inquiries would be appreciated.

thanks,

Rick Spencer

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To: RIC@USAID.GOV  
Cc:  
Bcc:  
From: BOYKIN@USA.RED-CROSS.ORG  
Subject: CONSOLIDATED RWANDA REPORT (CRR)  
Date: Friday, August 12, 1994 10:07:36 EDT  
Attach:  
Certify: N  
Forwarded by:

-----  
THANK YOU FOR MAKING AVAILABLE A SOURCE OF CURRENT INFORMATION ON  
THE RWANDA SITUATION. THE AMERICAN RED CROSS WOULD LIKE TO OBTAIN  
COPIES OF THE CRRS ON A REGULAR BASIS. PLEASE USE THE FOLLOWING  
INTERNET ADDRESS:

BOYKIN@USA.RED-CROSS.ORG

IF POSSIBLE, WE WOULD LIKE TO RECEIVE A COPY OF THE RECENT CRR.

REGARDS,

HAROLD C. BOYKIN  
REGIONAL ASSOCIATE

---

**ANNEX E**

**RIC SURVEY RESULTS**

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To: mcnamara@ucs.orst.edu,wfpweekly@prancer.usaid.gov  
 jarnold@prancer.usaid.gov,boykin@usa.red-cross.org  
 tecchia@unicc.bitnet@cearn.cern.ch  
 prodon@unicc.bitnet@cearn.cern.ch,amcgee@netcom.com  
 floyd@winrock.org,sanzalone@org.usaid.gov  
 pml9@psuvm.psu.edu,tom+abasic+\_ed@sedwash@mcimail.com  
 fung@hoover.stanford.edu  
 "fax[M.Roberts,82126826174]"@usaid.gov  
 "fax[S.Krause,86128724309]"@usaid.gov  
 "fax[C.Stone,87035287480]"@usaid.gov,ckim@usaid.gov  
 rlemarchand@usaid.gov,Jane=Ellis@ARDOXKINGSTON@usaid.gov  
 malegrand@usaid.gov,DART.Nairobi@usaid.gov  
 DART.Goma@usaid.gov,DART.Bujumbura@usaid.gov  
 Bukavu=DARTXFHA.OFDA@AIDW@usaid.gov  
 DART.Entebbe@usaid.gov,DART.Kabale@usaid.gov  
 DART.Kigale@usaid.gov,DART.RWANDA@usaid.gov  
 "DOS[]"@usaid.gov,"DOS[]"@usaid.gov,"DOS[]"@usaid.gov  
 "DOS[]"@usaid.gov,jvandervart@usaid.gov  
 Mikeal=BarfordXFHA.OFDA@AIDW@usaid.gov  
 Cc: AFRICA-L@VTM1.CC.VT.EDU  
 Bcc:  
 From: "Rwanda Information Center" <RIC@usaid.gov>  
 Subject: Consolidated Rwanda Report questionnaire  
 Date: Monday, September 26, 1994 15:47:43 EDT  
 Attach:  
 Certify: N  
 Forwarded by:

-----  
 USAID/RIC would like your input in the evaluation of the Consolidated Rwanda Report (CRR). To date we have produced 12 of these reports -- we would like to know if we have targeted the most appropriate audience, if the report is timely and what (if anything) we are missing. So, please take a moment to answer these questions and get back to us as soon as you can!

1. How often do you use the CRR report?
2. For what purpose(s) do you use the report?
3. What part of the report do you find most useful?
4. Do you forward the report to others? If so, to whom? (Organization, Colleagues, etc.)
5. Do you have suggestions for improvement?

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# AMERICAN REFUGEE COMMITTEE

2344 NICOLLET AVENUE S, STE 350  
MINNEAPOLIS, MN USA 55404

## FAX TRANSMISSION

Date 9/30/94

Number of pages including  
cover sheet 1

TO:

Rwanda Info  
Center

FROM:

Sandra K Krause

Phone

Phone 612/872-7060

Fax Phone

Fax Phone 612/872-4309

202 647 5269

CC:

### MESSAGE CONTENT:

USAID/RIC would like your input in the evaluation of the Consolidated Rwanda Report (CRR). To date we have produced 12 of these reports -- we would like to know if we have targeted the most appropriate audience, if the report is timely and what (if anything) we are missing. So, please take a moment to answer these questions and get back to us as soon as you can!

1. How often do you use the CRR report? *we read it as it comes in*
2. For what purpose(s) do you use the report? *information resource*
3. What part of the report do you find most useful? *the parts of the report which focus on areas where work is and where needs are described.*
4. Do you forward the report to others? If so, to whom? (Organization, Colleagues, etc.) *we forward it to appropriate field sites.*
5. Do you have suggestions for improvement? *we will have made it available to organizations locally eg. the*

*University of Minnesota International Agricultural Discussion Group Series.*

*No suggestions for improvement at this time.*

To: RICUSAID.GOV  
Cc:  
Bcc:  
From: Dr Peter L Hall <phall@gn.apc.org>  
Subject: reply to questions re cons report rwanda  
Date: Tuesday, September 27, 1994 20:16:02 EDT  
Attach:  
Certify: N  
Forwarded by:

-----  
Dear Rwanda Information Center <RICUSAID.GOV>

Subject: Consolidated Rwanda Report questionnaire

1. How often do you use the CRR report?

Every time it is produced

2. For what purpose(s) do you use the report?

Information as I am involved in an initiative to help support  
Rwandese rehabilitaion

3. What part of the report to you find most useful?

All of it

4. Do you forward the report to others? If so, to whom?  
(Organization, Colleagues, etc.)

To NGOs and individuals who are working with us

5. Do you have suggestions for improvement?

more frequent reports!



To: ric2usaid.gov  
Cc:  
Bcc:  
From: Bruce S Fetter <bruf@csd.uwm.edu>  
Subject: Consolidated Rwanda Report  
Date: Tuesday, September 27, 1994 11:41:58 EDT  
Attach:  
Certify: ■  
Forwarded by:

---

Sorry not to answer your questions directly, but I have found the reports extremely useful. In Milwaukee, we have two Rwanda-related activities: a black-led (African-Americans and West Africans) relief group; and a university-organized conference, October 20th, featuring Achille Mbembe from Penn, Learthen Dorsey from UNebO, Alison Desforbes, Human Rights Watch Africa, and Jan Vansina, just retired from UWisMadison and still the greatest living authority on the history of Central Africa, to address the problem of how people can come to kill their neighbors. USAID updates have been extremely useful background to me. I think I passed one on to a journalist friend. No one seems yet to have picked up the US share of the cost of our operation, worth it but considerable.

You know what your constraints are, and I don't, so you'll have to be your own editors. Many thanks for your good work.

Bruce Fetter

To: RIC@FHA.OFDA@AIDW  
Cc:  
Bcc:  
From: Jane Ellis@ARDOSKINGSTON  
Subject: re: Consolidated Rwanda Report questionnaire  
Date: Tuesday, September 27, 1994 8:20:25 EDT  
Attach:  
Certify: N  
Forwarded by:

-----

Answers to your questionnaire:

1. Once or twice a week.
2. I use the CRR for my personal information and to share with others who worked in Rwanda.
3. The whole report is useful now that the media blitz has turned to Haiti and DJ.
4. I forward the report via internet/compuServe to colleagues who worked with me in Rwanda now scattered across the globe. These individuals work at UNICEF, CARE, OXFAM, AFRICARE, and other NGOs or international organizations.
5. I would be helpful if the sources of information were specified more clearly so that if I wanted to follow up on an item I could do so.

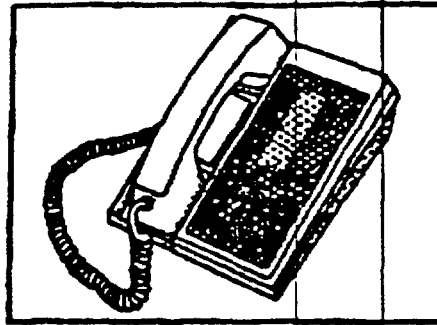
To: RICAUSAID.GOV  
Cc:  
Bcc:  
From: barry.stein@ssc.msu.edu  
Subject: re: Consolidated Rwanda Report questionnaire  
Date: Tuesday, September 27, 1994 7:38:19 EDT  
Attach:  
Certify: N  
Forwarded by:

---

Thank you for providing the Consolidated Rwanda Report.

1. I started receiving it on email at about #8 or 9. I read each report completely.
2. I use it for research and teaching
3. I am a political science professor doing research on refugees in developing countries--particularly refugee repatriation during conflict and returnee aid and rehabilitation, and teaching on refugees, humanitarian intervention, and UN. I am most interested in the material on refugees, returnees and displaced persons. Also activities of IOs and NGOs.
4. I have only forwarded one copy, to a colleague at a conference on Complex Emergencies. I expect to also use CRR in class next spring.

Professor Barry Stein  
Department of Political Science  
Michigan State University



THE AFRICAN-AMERICAN INSTITUTE  
833 UNITED NATIONS PLAZA  
NEW YORK, NEW YORK 10017  
FAX: (212) 682-6174

TO: Rwanda Information Center  
FAX: (202) 647-5269  
FROM: Michelle Roberts, Program Officer, AAI  
Phone: (212) 350-2977  
DATE: September 26, 1994  
NO. OF  
PAGES: 1

MESSAGE:

I received the questionnaire. I use the report for a variety of reasons. As an AID contractor, with students who have families in Rwanda, the report is useful to track which NGO is in which area, doing what kind of relief work. The security section is also of special interest for the above reason. I also like the additional information provided on Burundi, as I have students I monitor from that country, as well. I discuss items from the report with executives in our organization, as we are involved in Rwanda relief efforts. I also share information with professors and international student advisors, who are interested in Rwanda (some of them have been involved in AID projects in Rwanda in the past).

I have not yet received report #11 and #12, and would sincerely appreciate getting faxed copies as soon as possible. Thank you, and I hope the report can continue!

Impact

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To: dennis.lauer@afri.am@aids  
Cc:  
Bcc:  
From: Mary Ann Etchison  
Subject: CRR report evaluation  
Date: Tuesday, September 27, 1994 at 12:49:00 pm  
Attach:  
Certify: M  
Forwarded by: Dennis Lauer@AFR.AM@AIDW

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Forwarded to: RIC@FHA.OFDA@AIDW  
cc:  
Forwarded date: Thursday, September 29, 1994 7:31:42 EDT  
Comments by: Dennis Lauer@AFR.AM@AIDW

----- [Original Message] -----

I do not use the CRR. A couple of the Africa hands in PRM do receive it and say they have found it of limited use. They do not pass it on to anyone. As I understand it, their major complaint is that the information presented is very random and without analysis of data or the proper context not useful.

Therefore, I guess our suggestion for improvement is to have someone with more background in the area write the report including someone who understands how these pieces of information fit into the bigger picture.

I don't know how helpful these comments are to you, but wanted to let you know.

Mary Ann Etchison, State/PRM